

Request for Proposal

for

**Selection of Implementation Agency for Supply, Installation,
Operation & Maintenance of AI based Video Analytics Platform
for Real-Time Parking Space Detection and Monitoring System
in Ahmedabad City**

RFP Notification No: SCADL_RFP_01_2026-27

Issued By:

Smart City Ahmedabad Development Limited (SCADL)
Command and Control Centre, Opp. Divan Ballubhai School, Nr.Sanskar
Kendra,Paldi, Ahmedabad-380007

February 2026



Table of Contents

1.	Disclaimer	5
2.	Notice Inviting Proposal and Necessary Instruction	7
3.	Definitions.....	9
4.	Introduction and background.....	11
4.1.	Introduction	11
4.2.	Background and Need for the Project	11
4.3.	Summary of Project.....	12
5.	Eligibility criteria.....	14
5.1.	Pre-Qualification (PQ) Criteria	14
5.2.	On-Field Testing – Proof of Concept	18
5.3.	OEM Selection criteria.....	19
5.4.	Technical Qualification (TQ) Criteria	22
5.5.	Evaluation Process	25
6.	Scope of work.....	28
6.1.	Broad Scope of Work	28
6.2.	Detailed Scope of Work.....	29
6.2.1.	Installation and Commissioning of AI-Cameras for Occupancy Detection.....	29
6.2.2.	Installation and Commissioning of AI Cameras for Occupancy Detection at Multi-Level Car Parks (MLCP) 30	
6.2.3.	Installation and Commissioning of Digital Display Screens	30
6.2.4.	Integration Support with SCADL Existing Parking Booking Platform.....	31
6.2.5.	Backend Systems and Infrastructure.....	31
6.2.6.	Point-to-Point Network Connectivity	32
6.2.7.	Cloud-Based Video Storage	32
6.2.8.	Monetization Scope for Parking Occupancy Monitoring Project.....	33
6.2.9.	Use Case and License Deployment Scope	33
6.2.10.	Flexible License Procurement and Deployment	34
6.3.	Project Implementation	35
6.3.1.	Inception Phase.....	35
6.3.2.	Requirement Gathering.....	36
6.3.3.	Solution Design & Customization	37
6.3.4.	Supply & Delivery	37
6.3.5.	Manpower Requirement.....	38
6.3.6.	Installation & Commissioning	41
6.3.7.	Reporting, Database Administration and Trouble Shooting.....	42
6.3.8.	Testing & Go-Live of the solution	42

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

6.3.9.	Operation & Maintenance	43
6.3.10.	Other Key Points and Responsibilities	45
7.	Functional & Software Requirement	46
7.1.	For Real Time Parking Space Detection and Monitoring System	46
7.2.	Accuracy of the Parking Space Detection and Monitoring System (PSDMS)	46
7.3.	Analytical Reports	46
7.4.	System Design Principles.....	46
7.5.	Information to be captured by Edge Devices	47
7.6.	Storage / Recording Requirements.....	47
7.7.	Scope for Application Programming Interfaces (APIs)	49
7.8.	Video Management Software (VMS).....	50
7.9.	Analytic Engine	51
7.10.	Project execution requirements	61
8.	Technical Specifications	63
8.1.	AI-Enabled Bullet Cameras	63
8.2.	Poles for Mounting Cameras	64
8.3.	Portable Poles (Temporary/Deployment Flexibility)	64
8.4.	Junction Box.....	65
8.5.	Edge Level Managed Switch	65
8.6.	Edge Analytics & Connectivity.....	65
8.7.	Digital Display Board	66
8.8.	Security and Data Privacy	67
9.	Warranty	69
10.	Manpower	71
11.	Project Deliverables, Timeline and Payment Process	73
12.	Operation and Maintenance and Service Level Agreement & Penalties	76
13.	Price Bid Format	79
13.1.	Commercial Bid Cover Letter	79
13.2.	General instructions for Commercial Bid.....	81
13.3.	Commercial Bid Format	82
14.	Instructions to the Bidders	87
14.1.	Instruction to Bidders.....	87
14.2.	Purpose of Bid Document.....	87
14.3.	Proposal Preparation Cost.....	87
14.4.	Late Bids	88
14.5.	Amendment of RFP Document	89
14.6.	SCADL's rights to terminate the selection process	89
14.7.	Risk Purchase	90
14.8.	Right to reject any proposal.....	91

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

14.9.	Discount.....	91
14.10.	Commercial Rejection Criteria	92
14.11.	Bid Fee and Earnest Money Deposit (EMD) and amount	93
14.12.	Sealing, Marking and Submission of Technical Bid.....	94
14.13.	General Instructions	95
14.14.	Performance Bank Guarantee	102
14.15.	Termination of Contract	103
14.16.	Consequences of Termination.....	104
14.17.	Exit Management	104
14.18.	Completeness of the RFP Response.....	106
14.19.	Naming Convention for files	106
14.20.	Severance.....	107
14.21.	Compliance of laws	107
14.22.	Indemnity	107
15.	Annexures	109
15.1.	Checklist for Technical Qualification Document	109
15.2.	PQ-5 : MAF.....	111
15.3.	PQ-7: Self Certification by Bidder and OEM	113
15.4.	TQ_1: Technical Bid Cover Letter	114
15.5.	TQ_2: Bidder Information Format.....	116
15.6.	TQ_3: Bidders Annual turnover over in last 3 financial years.....	117
15.7.	TQ_4: Auditor's/CA Certificate for turnover for bidder.....	119
15.8.	TQ_5: Self-Declaration – No Blacklisting	120
15.9.	TQ_ : Self-Declaration – Not be insolvent	121
15.10.	TQ_ : Self-Declaration – Not Convicted of any criminal offence	122
15.11.	TQ: Self- Declaration – Land Border	123
15.12.	TQ_6: Affidavit	124
15.13.	TQ_7: Details of experience	125
15.14.	TQ_8: Solution Design	127
15.15.	TQ_9: Curriculum Vitae (CV) of Project Team.....	129
15.16.	TQ 10: Format for Authorization Letters from OEMs	130
15.17.	TQ 11: Bank Guarantee format for EMD	132
15.18.	Format for Performance Bank Guarantee	135

1. Disclaimer

Ahmedabad smart city limited (SCADL) invite proposals for RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City. The Authority will enter into separate agreements with the Successful Bidder selected in accordance with this RFP. The agreements will be in the format specified by the Authority.

A “Two Stage” bidding process is being followed for determining the Successful Bidder. Only the bidders matching the pre-qualification criteria will be selected for further evaluation. The bidders are required to meet the minimum threshold limit for technical evaluation mentioned herein, post which their financial bid will be reviewed. The proposal with the lowest cost will be awarded the contract.

The Bidders are required to meet the minimum threshold technical and financial capability criteria, as stated in the Notice Inviting Tenders (“NIT”) advertisement published in the local & National newspapers. Pursuant to that, the Bidders would be evaluated based on detailed technical and financial proposals and qualify for undertaking the Project as set out in this RFP.

This qualification assessment would be carried out as part of the current bidding and evaluation process. The financial proposal of only those Bidders that possess the minimum eligibility requirements specified herein would be opened and evaluated.

The RFP document contains information about the Project, bidding process, proposal submission, qualification and financial proposal requirement. Proposal in the form of BID is requested for the item(s) in complete accordance with the documents/attachments as per following guidelines.

- Bidder shall upload their bids on <https://www.amc.nprocure.com>.
- The Bid Security and non-refundable bid processing fees in a separate sealed envelope super scribed with the bid document number to SCADL Office.
- Bids complete in all respects should be uploaded on or before the BID DUE DATE.
- Services offered should be strictly as per requirements mentioned in this Bid document.
- Please spell out any unavoidable deviations, Clause/ Article-wise in your bid under the heading Deviations.
- Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection. However, SCADL reserve the right to revised financial offer.

Instruction to the bidders for bid submission:

- Tender documents are available only in electronic format which Bidders can download free of cost from the website www.ahmedabadcity.gov.in, <https://smartcityahmedabad.com/> and <https://amc.nprocure.com>
- The bids have been invited through e-tendering route i.e. the financial bid shall be submitted online on the website <https://amc.nprocure.com>.
- Bidders who wish to participate in this bid will have to register on <https://amc.nprocure.com>. Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other bidder licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

In case of any clarifications required, please contact on email ID of SCADL at smartcity@ahmedabadcity.gov.in

The information contained in this Request for Proposal document (“RFP”) whether subsequently provided to the bidders, (“Bidder/s”) verbally or in documentary form by Smart City Ahmedabad Development Limited

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

(henceforth referred to as “SCADL” in this document) or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation to any party. The purpose of this RFP is to provide the Bidders or any other person with information to assist the formulation of their financial offers (“Bid”). This RFP includes statements, which reflect various assumptions and assessments arrived at by SCADL in relation to this scope. This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all people, and it is not possible for the Chief Executive Officer, SCADL and their employees or advisors to consider the objectives, technical expertise and particular needs of each Bidder. The assumptions, assessments, statements and information contained in the Bid documents may not be complete, accurate, adequate or correct. Each Bidder must therefore conduct its own analysis of the information contained in this RFP and to seek its own professional advice from appropriate sources.

Information provided in this Tender document to the Bidder is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. SCADL accepts no responsibility for the accuracy or otherwise for any interpretation of opinion on law expressed herein.

SCADL and their employees and advisors make no representation or warranty and shall incur no liability to any person, including the Bidder under law, statute, rules or regulations or tort, the principles of restitution or unjust enrichment or otherwise for any loss, cost, expense or damage which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, reliability or completeness of the RFP, and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

SCADL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. SCADL may in its absolute discretion, but without being under any obligation to do so, can amend or supplement the information in this RFP.

The issue of this RFP document does not imply that SCADL is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter), for implementation and SCADL reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by SCADL or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and SCADL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the selection process.

2. Notice Inviting Proposal and Necessary Instruction

	SMART CITY AHMEDABAD DEVELOPMENT LTD E tender - Selection of Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City	
Request for Proposal (RFP) For Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City		
Pre-Bid Meeting:	19/02/2026 up to 15:00 Hrs.	
Last Date of Online Bid Submission:	02/03/2026 up to 17:00 Hrs.	
Last Date of Receipt of Physical Bid as mentioned in RFP:	02/03/2026 up to 17:00 Hrs.	
Detail & Tender available On	www.tender.nprocure.com, www.ahmedabadcity.gov.in & www.smartcityahmedabad.com	
Smart city Ahmedabad Development Ltd. (SCADL) Office Address	Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007	
Email	smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com	
For any AMC complain/suggestion call 155303		

Proposals in prescribed proforma are invited by SCADL from eligible parties for this RFP.

1.	Scope of Work	E tender - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City
2.	Tender submission Cost	Rs. 18,000 /- (Rs. Eighteen Thousand Only) In the form of Demand Draft / Banker's Cheque in favor of "Smart City Ahmedabad Development Limited" drawn on any scheduled / nationalized bank and payable at Ahmedabad.
3.	EMD (bid Security / Security deposit)	Rs.72,00,000 /- (Rs. Seventy Two Lakhs Only) Demand Draft in favor of "Smart City Ahmedabad Development Limited" drawn on any scheduled bank and payable at Ahmedabad OR EMD in the form of bank guarantee with validity of 180 days from the last date of bid submission in favor of "Smart City Ahmedabad Development Limited" from <ul style="list-style-type: none"> • All Nationalized banks including the Public sector banks - IDBI Ltd. • Private sector banks - AXIS Bank, ICICI Bank and HDFC Bank
4.	Office issuing RFP	Chief Executive Officer (CEO), Smart City Ahmedabad Development Limited, Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar kendra, Paldi, Ahmedabad-380007
5.	Contract Period	100% Go-live + 5 years of O&M + 2 year of extension based on performance
6.	Bid validity days	180 days from the last date of submission of bids

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

7.	Issue of Tender	The tender can be downloaded from below websites including smart city website. https://ahmedabadcity.gov.in https://www.nprocure.com/
8.	Queries by email	Bidders shall have to post queries by email to smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com on or before 18/02/2026 up to time 03:00 pm
9.	Pre-Bid	Pre-bid will be held on 19/02/2026 up to 15:00 Hrs. at Smart City Ahmedabad Development Limited, Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar kendra, Paldi, Ahmedabad-380007
10.	Proposal due date (last date & time of Tender submission)	Tender should be submitted before 02/03/2026 up to 17:00 Hrs. Bidder shall upload their bids on https://www.nprocure.com/
11.	Submission (in Hard Copy)	Physical documents in sealed envelope with relevant details shall be submitted to reach at following address before 02/03/2026 up to 17:00 Hrs. Smart City Ahmedabad Development Limited, Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar kendra, Paldi, Ahmedabad-380007
12.	Date & Time of opening of Tender	Pre-Qualification documents will be opened on 02/03/2026 up to 17:30 Hrs.in the presence of bidders' representatives. Qualified bidders would be subsequently informed later about the date, time and venue for price bid opening.
13.	Contact persons (For any Clarifications)	Chief Executive Officer (CEO), Smart City Ahmedabad Development Limited, Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar kendra, Paldi, Ahmedabad-380007

Chief Executive Officer
Smart City Ahmedabad Development Limited
Paldi Rd, Paldi Gaam, Paldi,
Ahmedabad, Gujarat 380007
E-mail: smartcity@ahmedabadcity.gov.in

3. Definitions

In this document, the following terms shall have following respective meanings:

- i. User Acceptance Test (UAT)” means the User Acceptance Testing of the ordered product and services on completion of installation and commissioning as per the requirement.
- ii. Acceptance Test Document” means a document, which defines procedures for testing the installed and commissioned product and services against requirements laid down in the Agreement.
- iii. Agreement” means the Service Level Agreement to be signed between the successful bidder and the SCADL including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications /changes /corrigendum’s, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- iv. Authorized Representative/Agency” shall mean any person/agency authorized by either of the parties.
- v. “TENDERER” here shall mean “Smart City Ahmedabad Development Limited”.
- vi. “Bidder” means any agency who fulfils the requirement laid in the RFP documents and is possess the required expertise and experience as per the RFP document. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom TENDERER signs the Service Level Agreement for executing the project.
- vii. “Contract” is used synonymously with Agreement.
- viii. “Field Acceptance Test (FAT)” means the acceptance testing of the commissioned project components at specified locations / Data Centre.
- ix. “Go-Live” for field network means the date on which the FAT of respective milestone / phase as per the Implementation Milestone table has been successfully completed and accepted by the TENDERER. “Go-Live” for data Center means the date on which the FAT of data center equipment as per the Implementation Milestone table has been successfully completed and accepted by the TENDERER.
- x. “100% Go Live” means the date on which the FAT of all the project component’s including all milestones as per the Work order has been successfully completed and accepted by the TENDERER.
- xi. “Implementation Period” shall mean the period from the date of issuance of the Work Order and up to the issuance of Final Go-live Certificate.
- xii. “LoI” means Letter of Intent, which constitutes the intention of the TENDERER to place the Work Order with the successful bidder.
- xiii. “Work order” shall mean a formal order issued by TENDERER to the successful bidder covering delivery timelines, SLA and other terms and conditions.
- xiv. “OEM” Shall stand for Original Equipment manufacturer.
- xv. “Period of Agreement” means implementation period and O&M period considered cumulatively with all the required Hardware, software and Technical & Functional specifications as per the Scope of work for the Project.
- xvi. "Third Party Agency" means any agency, if/as appointed by TENDERER for monitoring the Project during commissioning and operation
- xvii. “Request for Proposal” means the detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
- xviii. “Latency” refers to the average time required for round-trip packet transfers between Edge surveillance locations to ICCG, Paldi Data center on the Network Backbone of Telecom service provider.
- xix. Planned Downtime” means the unavailability of the application services due to maintenance activities such as configuration changes, upgradation or changes to any supporting infrastructure wherein prior intimation (at least two working days in advance) of such planned outage shall be given and approval sought from the Tenderer.
- xx. Service Down Time" (SDT) means the time period when specified services/network segments with specified technical and operational requirements as mentioned in this document are not available to TENDERER. The services shall be operational on all days of a year and 24- hours/ day with in the uptime specified in the Service Level Agreement (SLA).
- xxi. “Unplanned downtime” means an instance other than the planned down time in which ordered services are not available to TENDERER.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- xxii. "Uptime" means the time-period when specified services with specified technical and service standards are available to TENDERER and its user organizations.
- xxiii. "% Uptime" means ratio of 'up time' (in minutes) in a quarter to Total time in the quarter (in minutes) minus schedule downtime (in minutes) multiplied by 100.

4. Introduction and background

4.1. Introduction

Ahmedabad stands at the forefront of smart urban development under the Government of India's Smart City Mission. The city has demonstrated strong commitment in implementing innovative technological solutions to improve urban living, governance, and infrastructure management. Several flagship initiatives including the Integrated Transport Management System (ITMS), City Surveillance Project, e-Challan Enforcement, Smart Anganwadi, Smart Public Toilets, and Digital Payment platforms have been successfully implemented. These projects are seamlessly integrated through the state-of-the-art Integrated City Command and Control Centre (ICCC), which acts as the nerve center for real-time data analytics, monitoring, and decision-making.

To drive the Smart City vision with greater efficiency, the Ahmedabad Municipal Corporation (AMC) constituted a dedicated Special Purpose Vehicle (SPV) – Smart City Ahmedabad Development Limited (SCADL). SCADL is entrusted with planning, implementation, monitoring, and long-term operations of all Smart City projects in Ahmedabad. This includes managing vendor onboarding, coordinating stakeholders, and ensuring that smart initiatives align with the broader urban development goals of sustainability, inclusiveness, and citizen-centric services.

Smart initiatives in Ahmedabad primarily focus on enhancing public safety and surveillance, improving traffic and parking management, streamlining emergency response services, elevating the quality of public services, and enabling real-time monitoring of municipal functions. These efforts reflect the city's commitment to providing a clean, sustainable, and livable environment, supported by the latest ICT-enabled solutions.

4.2. Background and Need for the Project

Ahmedabad is experiencing significant growth in private vehicle ownership, creating mounting pressure on the city's parking infrastructure, which has led to traffic congestion, increased pollution, and inconvenience for citizens searching for parking spaces. To manage this demand, AMC currently oversees approximately **12,000 car and 35,000 two wheeler parking spaces** spread across diverse categories and payment models as outlined below:

Sr. No.	Type of Parking Space	Capacity	
		2 Wheeler	4 Wheeler
1	On Street (18774	6936
2	Off Street (4	14517	1003
3	Multi- Level	1946	1459

Despite this extensive capacity, **there is currently no integrated system providing real-time parking availability or occupancy information accessible to citizens.** This absence creates inefficiencies in parking utilization, escalates traffic congestion due to vehicles circulating in search of parking, contributes to increased environmental pollution, and causes frustration among users. Furthermore, lack of automated enforcement mechanisms results in revenue leakage and non-compliance with payment protocols in certain paid parking zones.

To address these pressing challenges, AMC seeks to implement a **Parking Space Detection & Monitoring System** with capabilities for real-time data collection, dissemination to citizens and AMC authorities, and enhanced enforcement through technology-driven solutions. This project will bring transparency, efficiency, and convenience, thereby benefiting all stakeholders including the city administration, parking operators, and citizens.

4.3. Summary of Project

Ahmedabad Municipal Corporation (AMC) seeks to implement an advanced Parking Occupancy Monitoring and Management System to efficiently manage and monitor parking facilities across the city. This initiative covers Multi-Level Car Parks (MLCPs), on-street parking zones, AMC-managed plots, and other designated parking locations, addressing both 4-wheelers and 2-wheelers with dedicated, clearly demarcated bays.

The primary objective is to deploy a camera-based smart parking solution that provides real-time occupancy data, enhances parking enforcement, optimizes revenue collection, and improves user experience. The system will equip AMC with actionable insights and a scalable platform for future smart city integrations.

Solution Overview

1. Hardware Components

- Deployment of approximately 844 AI-enabled IP cameras (≥ 4 MP) with edge analytics capability for accurate detection of parking occupancy and vehicle identification.
- Supporting infrastructure including 357 poles, external IR units, junction boxes, industrial-grade PoE+ switches, and 40 digital LED display boards (3m x 2m) at MLCP and off-street lot entrances to display live parking information and advertisements.
- Electrical connections with civil works, meter installations, and utility deposits as required.

2. Software & Analytics

- An AI-powered Video Analytics Platform with dashboards providing real-time occupancy status, parking duration, overstay detection, and dynamic pricing analytics.
- Integrated Automatic Number Plate Recognition (ANPR) enables vehicle tracking for enforcement, payment validation, and penalty management.
- Comprehensive secure APIs allow seamless data sharing with AMC/SCADL web and mobile applications, third-party service providers, and government agencies.
- Scalability to add future modules for vehicle classification, reservations, traffic violation detection, alerts.

3. Use Cases Covered

- Real-time parking slot occupancy for 2-wheelers and 4-wheelers.
- Vehicle identification and classification using ANPR analytics.
- Parking duration tracking and enforcement enablement (overstay detection, penalty issuance).
- Payment and penalty management integrated with popular digital payment modes (UPI, credit/debit cards).
- Live parking information dissemination via digital signage and public apps.
- Revenue generation through dynamic pricing and advertising on digital boards.

4. Flexible Deployment & Licensing

- Licensing and deployment models accommodate phased rollout and location-specific demand, allowing AMC to optimize investments and scale the system as required.
- Proof of Concept (PoC) mandatory at representative parking locations (on-street, off-street, MLCP) to validate solution performance before full deployment.

5. CAPEX Includes:

- AI-enabled cameras, poles, IR devices, junction boxes, PoE switches, digital display boards, electrical connections, and installation works.
- AI-based Video Analytics platform with dashboard and reporting tools.
- Provision for dismantling and reinstallation of existing infrastructure where necessary.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

6. OPEX Covers:

- Annual maintenance for all hardware and field devices across locations.
- Licenses for Video Management System (VMS), Event Management System (EMS)/Network Management System (NMS), and specific parking occupancy use case licenses.
- Network connectivity (P2MP/MPLS) and cloud storage for 7-day video retention.
- Manpower for technical support and platform monitoring.

Expected Outcomes & Benefits

- Enhanced utilization of parking assets through real-time data and analytics.
- Streamlined revenue collection, increased compliance through ANPR-based enforcement.
- Improved commuter experience facilitated by accurate availability information and multiple access channels.
- Sustainable revenue streams via dynamic pricing and advertisement integration.
- Foundation for smart city expansion, including integration with traffic management and safety enforcement systems.

5. Eligibility criteria

Smart City Ahmedabad Development Limited (SCADL) invites proposals from qualified System Integrators (SI) with demonstrated experience, strong technical capabilities, and financial strength to undertake the design, implementation, and maintenance of the Parking Space Detection & Monitoring System for AMC. Given the project's critical nature and complexity involving AI-based CCTV technologies, ANPR integration, real-time data management, and multi-stakeholder coordination, the following eligibility criteria are prescribed to ensure only capable and reliable agencies participate.

The SI must possess the technical expertise and financial capacity to successfully execute and maintain the Parking Occupancy Monitoring System in Ahmedabad city as per SCADL's requirements for the entire contract duration. Bids must be complete and fulfill the entire scope of work outlined in this RFP.

5.1. Pre-Qualification (PQ) Criteria

Sr No	Description	Minimum Requirement	Documentary Proof
PQ 1	Legal Entity	1.1 Bidder should be an Indian firm 1.2 Bidder should be registered under the Companies Act 1956/2013 in India or a Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 at the time of the bidding 1.3 Bidder should have a registered number of, GST, Income Tax / Pan number 1.4 Bidder should be in operation in India for a period of at least 7 years as on publication of this tender.	a) Copy of certification of incorporation issued by competent authority/ Registration Certificate/ Shop & Establishment certificate b) Copy of PAN card c) Copy of GST registration d) Copy of purchase orders showing at least 5 years of operations OR Certified true copy of balance sheet and P&L statements for last 5 years
PQ 2	Financial Capability	2.1 The Bidder should have average annual turnover of at least Rs. 7.5 Cr from IT/ICT/ITES Projects in the last three (3) three audited financial years ending 31 March 2025, i.e. (FY 2022-23, FY 2023-24 and FY 2024-25). 2.2 The bidder must have positive net worth as of the last financial year as on 31 March 2025. 2.3 The bidder who wishes to submit the financial capability of on-going FY 2025-26; the last three FY for consideration will FY 2023-24, FY 2024-25 and FY 2025-26.	a) Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years as on 31st March 2025. b) Certificate from the statutory auditor / Chartered Accountant (CA) clearly specifying the annual turnover for each of the last 3 financial years as on 31st March 2025. Original or Notarized Copy should be submitted for evaluation. c) For on-going financial year, CA certificate is required for FY 2025-26 at the time of bid submission. And the final audited balance sheet with audited profit & loss statement shall be submitted when the audit is completed.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr No	Description	Minimum Requirement	Documentary Proof
PQ 3	Bidder's Experience - 1	<p>3.1 Similar Work - The bidder should have experience in supply/ installation/ maintenance of surveillance system with at least 250 cameras along with AI based video analytics, network integration, remote viewing within last seven years for a government entity (Urban Local Bodies or State Government or Central Government or PSUs or Government SPVs).</p> <p>The project cost,</p> <ul style="list-style-type: none"> • One (1) project of minimum total project cost of Rs. 20 crs OR • Two (2) projects of minimum total project cost of Rs. 12.5 crs. OR • Three (3) projects of minimum total project cost of Rs. 10 crs. 	<p>In case of Completed project – Copy of work order/LOI/LOA/ Copy of Signed Contract and Completion/Go-Live/Experience Certificate from client</p> <p>In case of ongoing projects -</p> <p>Copy of work order/LOI/LOA And Copy of Signed Contract and Performance /Go-Live/Experience Certificate from client And Certificate from the client mentioning the amount of physical and financial progress</p> <p>Bidder to submit the project details as per format given in the RFP</p>
PQ 4	Bidder's Experience - 2	<p>4.1 Similar Work - The bidder must have experience of implementing a video analytics-based solution for detecting vehicles (including car, 2-wheeler, 4-wheelers, auto-rickshaw, etc.) in real time within last seven years for a government entity (Urban Local Bodies or State Government or Central Government or PSUs or Government SPVs or Reputed Private Entity).</p> <ul style="list-style-type: none"> • To qualify under this criterion, the Bidder must have completed at least one project that includes video analytics use cases for Automatic Number Plate Recognition (ANPR). 	<p>In case of Completed project – Copy of work order/LOI/LOA/ Copy of Signed Contract And Completion/Go-Live/Experience Certificate from client</p> <p>In case of ongoing projects -</p> <p>Copy of work order/LOI/LOA And Copy of Signed Contract And Performance /Go-Live/Experience Certificate from client And Certificate from the client mentioning the amount of physical and financial progress</p> <p>Bidder to submit the project details as per format given in the RFP</p>
PQ 5	Manpower	<p>5.1 The Bidder should have at least 25 technical employees on its payroll at the time of bidding, having experience in surveillance project/software design/development testing/maintenance activities.</p>	<p>Certificate from HR head confirming compliance.</p>
PQ 6	OEM Partnership	<p>6.1 The Bidder should have own or should have assured access to the required items asked for under this RFP document in full working order, and must demonstrate that, based on known</p>	<p>1. Manufacturer's Authorization Form (MAF)/ Letter from OEM for each product (camera, storage, networking and required tool/license for AI</p>

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr No	Description	Minimum Requirement	Documentary Proof
		<p>commitments, they will be available for use in the proposed contract.</p> <p>6.2 OEM Partnership Certificate – SI should submit Authorization letter from OEM (camera, server, storage, networking, required tool/license for AI based vehicle detection and other items mentioned in BoQ of this RFP).</p> <p>6.3 SI should submit a certificate from OEM ensuring technical support as well as supply of the required product / spares for entire contract duration.</p> <p>6.4 SI should submit a certificate from OEM confirming presence in India either directly or through channel partner(s) as on the date of release of tender.</p> <p>6.5 SI should submit a certificate from OEM confirming compliance with performance criterion described in this tender.</p> <p>6.6 SI should submit a certificate from OEM confirming they have not been blacklisted by any State / Central Government Department or Central/State Public Sector.</p>	<p>based vehicle detection) on OEM’s letter head signed by authorized signatory in format described in RFP</p> <p>2. Bidder should submit a certificate from OEM confirming compliance with performance criterion described in this tender.</p>
<p>PQ 7</p>	<p>Mandatory Undertaking</p>	<p>The bidder & OEM should:</p> <p>7.1 Not have been blacklisted by Central Government / Any State Government / Urban Local Body (ULB) /Smart City (SPV)/ Supreme Court of India / Any government / PSU in India as on the date of bid submission.</p> <p>7.2 Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>7.3 Should have at least one office in Ahmedabad. If the Bidder does not have any office in Ahmedabad, then submit a letter of undertaking to open the office in Ahmedabad within 45 days from the date of issue of work order if he is awarded the work.</p>	<p>Self-declaration by the Bidder duly signed and stamped by the authorized signatory in format described in RFP.</p> <p>Copies of any two of the following: Property Tax/ Electricity/ Telephone Bill/ VAT/ CST Registration / Lease agreement. Or Undertaking to open Office in Gujarat</p>

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr No	Description	Minimum Requirement	Documentary Proof
		7.4 Not have their directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process or not have been otherwise disqualified.	
PQ-08	Land border	8.1 The lead bidder and OEMs are required to submit the undertaking as per the Department of Expenditure, Government of India guidelines on procurement dated 23.07.2020 to confirm that, all the quoted product Make under this bid are not from a country which shares a land border with India or, of if from such a country, quoted product/OEM have been registered with competent authority.	Self-certification from bidder and OEMs the prescribed format.

Notes:

1. The age of the project will be counted from the date of Go-Live/Completion up to the RFP release date.
2. If the project went live more than 7 years ago as on RFP release date and is currently in the Operation & Maintenance phase, it will be considered. However, the relevant documents to be submitted to ascertain the claim.
3. Only the relevant project value (i.e., camera, accessories, video analytics, and similar items from the BoQ of this RFP) will be considered during evaluation.
4. Experience with PSU and Government SPVs will be considered only if they are the end clients.
5. The SI or bidder members may include prior experience of projects where they were part of a bidder or joint venture, provided these projects meet the similar work definition and project value requirements, supported by client documents.
6. OEM experience will not be considered for eligibility.
7. Any Work Order issued by a successful bidder to a third-party subcontractor will not be considered for qualification under this criterion, even if the end client is a government entity.
8. The lead bidder and all bidder partners will be jointly and severally responsible for project execution and must individually demonstrate relevant experience as per the Pre-Qualification criteria.
9. For ongoing projects, only those with more than 50% physical or financial progress of the awarded work will be considered.
10. Completed Project means all deliverables are supplied, installed, tested, commissioned, and accepted by the client with a 100% Go-Live/Completion Certificate.
11. The Bidder must attach valid documents in support to their Pre-Qualification as mentioned above. Without proper supporting documents, the bid proposals are liable to be rejected.
12. For all cited projects under Bidder's experience criteria; the Bidders shall have to submit work order with complete BoQ, contract agreement, go-live / completion certificate, proof for O&M as documentary evidence against each of the project.
13. SCADL reserves the right to check/validate the authenticity of the information provided in the bidder's proposal.
14. The bidder needs to provide contact detail (email & phone number) of senior official from end client to verify WO / citation details.

15. SCADL (or the nominated party) reserves the right to check/validate the authenticity of the information provided in the Pre-qualification and Technical evaluation criteria.
16. For all resource CVs provided under manpower details, profiles will only be considered if they are on company payrolls as of the bid submission date.
17. The Bid Evaluation Committee (BEC) may invite each bidder to make a presentation may require written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents.
18. The bidder should submit authorization certificate of Original Equipment Manufacturer (OEM) (or multiple OEMs) specific to the bid. The bidder should have a support agreement/arrangement for services including supply of spare parts etc. which includes the post-sales support activities for the entire project period.
19. The bidder cannot be part of multiple bids. Only an OEM / Product Company can be part of multiple bidders (if the firm is not participating as a Lead Bidder), if bidding ONLY as the Solution provider for the respective Product / Solution.
20. In case of any change in eligibility criteria during bidding stage, it is bidder's responsibility (all bidder partners in case of bidder) to bring any change to Purchaser notice if there is a change in the status of the bidder during bidding stage, with reference to any of the above-mentioned criteria for eligibility.
21. If the project is ongoing and has not completed the implementation phase or has not been declared Go-Live, then in that case the mandatory minimum components mentioned in the criteria need to be operational and the bidder has to share the completion certificate of the claimed completed component from the client.
22. If the cited work was executed by the bidder as part of consortium in previous project, the claimant must provide the work order issued by the lead bidder member. Supporting documents must clearly outline the specific scope of work undertaken by the claimant. Additionally, a Go-live certificate or completion certificate must be submitted to validate project execution.
23. In case at any point of time after issue of WO to successful bidder, the details provided are found to misrepresent any facts or documents or any piece of information provided, then bidder, bidder partner, OEM(s) shall be disqualified and blacklisted. In such situation, the successful bidder will have to provide a new solution of new OEM as per the requirement of the RFP at no extra price within one month subject to levy of a penalty of 5% of the total project cost of respective items of BOQ for concerned OEM.
24. Bidders are required to submit documentary evidence of their projects, performance, and experience issued by both the contracting client and the end client to enable assessment of the actual performance of the bidder, bidder partners, and OEMs on this project. During evaluation, AMC/SCADL may request additional documents from bidders if such evidence is not included in their proposals, and bidders must submit these within the stipulated timeframe.
25. During the evaluation of the Bid, SCADL reserves the right to enquire / seek additional documents / justification to further understand the Bidder's submission against various qualification criteria. Such communication shall be at the discretion of SCADL. No claim from any of the Bidder in this regard shall be entertained for any of the reasons(s) pertaining to the bid evaluation.

5.2. On-Field Testing – Proof of Concept

As part of the bid evaluation process the Bid Evaluation Committee (BEC) appointed by AMC/SCADL shall evaluate the proposed solution of SIs as per the Criteria defined in following table. The participating SIs will have to submit testing report subject to the scrutiny by SCADL / AMC officials. The on-site field test shall be carried out for min seven (7) days in the presence of SCADL / AMC officials to validate the submitted test reports. All charges for such on-site testing shall have to be borne by the bidder. All bidders will have to prove that the entire ecosystems of the proposed solution are complying with the mentioned Technical and Functional specifications as mentioned in the RFP.

The bidder is expected to install proposed solutions at one parking plot and at one on street location suggested by AMC/SCADL. The exact locations would be communicated to the bidders during the On-Field testing process. The alert, reports to be generated and should reach ICCC and Mobile App. All the parameters mentioned in the On-Field Test criteria, Technical and Functional specifications are to be attained in totality, and any deviation / non-compliance, in the mentioned specifications will lead to the disqualification of the bidder. Safety & security of products will be sole responsibility of bidder; AMC/SCADL will not be responsible for any damage of product during pilot.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr. No.	On-Field Testing – Proof of Concept
1.	All the data processing should happen on Edge processing-based controller (either inbuilt with camera or accessory to camera)
2.	IP based cameras with all required accessories and hardware shall be installed by the bidders to demonstrate the above-mentioned use cases.
3.	Internet, connectivity, electricity will be responsibility of the bidder.
4.	Bidder may decide the solution design including hardware and software components to demonstrate the best capability to the Bid Evaluation Committee.
5.	Bidder shall demonstrate all components mentioned in the scope of work of this RFP as per the expected outcome and result envisaged in the RFP.
6.	The PoC shall demonstrate the system's ability to: <ol style="list-style-type: none"> i. Accurately detect real-time parking occupancy status for both 4-wheelers and 2-wheelers with clearly demarcated bays. ii. Perform Automatic Number Plate Recognition (ANPR) with defined accuracy benchmarks to ensure reliable vehicle identification for enforcement and billing. iii. Track parking duration per slot and generate alerts for overstays aligned with AMC's enforcement policies. iv. Integrate with AMC's existing or proposed payment and penalty management systems to validate seamless transaction processing and violation handling. v. Provide real-time data access and dissemination via APIs to AMC's web/mobile applications and authorized third-party systems. vi. Display live parking information on digital display boards at the PoC site(s). vii. Operate reliably under varying environmental and traffic conditions
7.	The bidder shall provide a comprehensive PoC report including: <ol style="list-style-type: none"> i. Test methodology and scenarios executed. ii. Performance metrics and compliance against defined KPIs. iii. Identified gaps, challenges, and suggested corrective actions. iv. Confirmation of hardware and software interoperability and stability.
8.	Acceptance Criteria: The PoC shall be considered successful only if the system meets or exceeds all functional and technical requirements as per the RFP scope at the PoC locations and approved by Bid Evaluation Committee.

All systems proposed must meet the technical and functional specifications detailed in the RFP. Any deviation or non-compliance may lead to bidder disqualification.

5.3. OEM Selection criteria

OEM Eligibility criteria for various key components are given in the table below. OEM would need to submit the self-certification. If required, the Department may ask for additional supporting documents for compliance to these criteria.

Sr. No.	Component	Criteria for OEM
1	Cameras	<ol style="list-style-type: none"> i. Should have a registered office in India for past more than 3 years as on RFP release date. ii. The MAC address of the IP devices must be registered in the name of OEM.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr. No.	Component	Criteria for OEM
		<ul style="list-style-type: none"> iii. Minimum supply and installation base of 70,000 cameras in India or globally as on bid submission date. iv. The OEM should have its own RMA setup to fulfil its warranty, service, AMC commitments (or via authorized service partner/distributor) in India as on the bid submission date. v. The OEM should have valid ISO 9001 and ISO 27001 certifications. vi. The OEM should not have been debarred/blacklisted as per the order by Honourable Court of India (High Court/Supreme Court/Govt. of India/Smart City SPV or any other govt. department across India). Also, there must not be any criminal case logged by any Government authority in any court in last 7 years as on the bid submission date. vii. OEM should comply with land border guidelines (Undertaking to be submitted). viii. OEM should have valid STQC certificate for the Cameras to be quoted. If valid STQC certificate for any particular camera is not available at the time of bidding, bidder and OEM can quote that camera with STQC application proof submitted in bid and will have to ensure that valid STQC certificate is obtained before start of supply of camera. ix. OEM must have Return Merchandise Authorization (RMA) setup in India (own/authorized partner/distributor/service Centre) as on date of bid submission (Undertaking required). x. OEM must own IPR or registered design for all offered models (Hardware And Firmware/Software). Must also own source code and be the actual manufacturer, not involved in 3rd-party import/branding, especially from border-sharing countries (Undertaking required). xi. All quoted products must be manufactured in OEM's own/registered unit. ODM, white labelling, or third-party assembly is not allowed. OEM must submit factory details, SMT machine info & license (Undertaking required). xii. At least one city surveillance project in India ($\geq 5,00$ cameras) in the last 7 years (citation & undertaking required) as on date of bid submission.
2	Industrial Grade Switch	<ul style="list-style-type: none"> xiii. $\geq 5,000$ industrial grade switches supplied as of RFP release date(Undertaking required). xiv. OEM must have Return Merchandise Authorization (RMA) setup in India (own/authorized partner/distributor/service Centre) as on date of bid submission (Undertaking required). xv. OEM must offer a Product (Along with Model No) which has a valid Mandatory Testing & Certification Of Telecommunication Equipment (MTCTE) issued by the Department of Telecommunications (DOT) under TEC (Telecommunication Engineering Centre). The certification shall be valid as on the date of tender publication (Undertaking required along with valid certification).

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr. No.	Component	Criteria for OEM
3	Enterprise Management System	<ul style="list-style-type: none"> i. Proposed EMS/NMS/Health Monitoring/Helpdesk must align with ITIL framework and be ITIL4 certified for Monitoring & Event Management (Undertaking required). ii. OEM must have Return Merchandise Authorization (RMA) setup in India (own/authorized partner/distributor/service Centre) as on date of bid submission (Undertaking required).
4	Video Management Software	<ul style="list-style-type: none"> i. ≥ 10,000 camera licenses supplied as on bid submission date. ii. Should be certified to comply with cybersecurity / VAPT / IT Security etc.. under the category of IT or ICT Products / Software Solutions from STQC / UL / TTA / NIST/ AICPA / ETSI / CERT-IN or equivalent auditing body in India / Globally (Undertaking required along with valid certification). iii. OEM must have an RMA setup in India (own or authorized partner/distributor/service Centre) as of RFP release date(Undertaking required). iv. OEM must have a registered office in India (Undertaking required). v. Should be able to integrate
5	Video Analytics Solution	<ul style="list-style-type: none"> i. Successful deployment of Video Analytics solution for minimum 3 projects in last 7 years including for any Indian Government client (Urban Local Body, State Government, Central Government, or PSU). Out of 3, at least 1 project should have integrated >1000 cameras for traffic/civic use cases/Surveillance. ii. OEM should have valid ISO 9001 / ISO 27001 / CMMI Level 3 or higher certifications.
6	VMS, Video Summarization	Minimum aggregate installation base of 100 cameras for video summarization licenses in last 7 years from RFP release date.

5.4. Technical Qualification (TQ) Criteria

As part of the bid evaluation process, the Bid Evaluation Committee (BEC), appointed by AMC/SCADL, shall evaluate the technical capability of the System Integrators (SIs) and the proposed solution. The evaluation will be divided into various sub-categories as broadly defined below:

Important Notes:

- All marks will be awarded based on documentary evidence, PoC demonstration, and presentation quality.
- The minimum qualifying score for the technical evaluation will be **70 out of 100**.
- Costs related to PoC setup, testing, and demonstrations will be borne by the bidder.
- Bidders unable to demonstrate key features satisfactorily during PoC will be disqualified.
- BEC reserves the right to seek additional clarifications, conduct interviews, and verify references.

S. No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines	Documentary Proof
TQ 1	Bidder's Financial Capabilities	The Bidder should have average annual turnover of at least Rs. 7.5 Cr from IT/ICT/ITES Projects in the last three (3) three audited financial years ending 31 March 2025, i.e. (FY 2022-23, FY 2023-24 and FY 2024-25).	10	<ul style="list-style-type: none"> • 7.5 crs – 4 Marks • 7.5 to 9 crs – 6 Marks • 9 to 10.5 crs – 8 Marks • More than 10.5 crs – 10 Marks 	Certificate from the statutory auditor / Chartered Accountant (CA) clearly specifying the annual turnover for each of the last 3 financial years as on 31st March 2025. Original or Notarized Copy should be submitted for evaluation.
TQ 2	Bidder's experience - I	<p>The bidder should have experience in supply/ installation/ maintenance of surveillance system with at least 250 cameras along with AI based video analytics, network integration, remote viewing with minimum value of Rs. 10 crs within last seven years for a government entity (Urban Local Bodies or State Government or Central Government or PSUs or Government SPVs).</p> <p>Under this criterion, multiple similar projects will be considered for value aggregation</p> <p><i>(All conditions, including the requirement for supporting documents defined in the PQ table, apply to eligible projects.</i></p>	20	<ul style="list-style-type: none"> • Similar projects with cumulative values of more than 6 Cr: 5 Marks • Similar projects with cumulative values of: More than 12 Cr: 10 Marks • Similar projects with cumulative values of: More than 18 Cr: 15 Marks • Similar projects with Cumulative values of More than 24 Cr: 20 Marks 	<p>In case of Completed project –</p> <p>Copy of work order/LOI/LOA/ Copy of Signed Contract and Completion/Go-Live/Experience Certificate from client</p> <p>In case of ongoing projects -</p> <p>Copy of work order/LOI/LOA And Copy of Signed Contract and Performance /Go-Live/Experience Certificate from client And Certificate from the client mentioning the amount of physical and financial progress</p>

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

S. No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines	Documentary Proof
		<i>Bidders must submit a self-declaration of marks obtained under this criterion on their letterhead, along with documentary evidence issued by the contracting client clearly specifying compliance)</i>			Bidder to submit the project details as per format given in the RFP
TQ 3	Bidder's experience - II	<p>Similar Work - The bidder must have experience of implementing a video analytics based solution for detecting vehicles (including car, 2-wheeler, auto-rickshaw, etc.) in real time within last seven years for a government entity (Urban Local Bodies or State Government or Central Government or PSUs or Government SPVs or Reputed Private Entity). These projects should collectively demonstrate:</p> <ul style="list-style-type: none"> Detection in real time through surveillance cameras Analytics solution with insights monitoring tool/dashboard 	20	<ul style="list-style-type: none"> Minimum one (1) project – 5 Marks Two (2) projects – 10 Marks Three (3) projects – 15 Marks Three or more projects – 20 Marks 	<p>In case of Completed project –</p> <p>Copy of work order/LOI/LOA/ Copy of Signed Contract and Completion/Go-Live/Experience Certificate from client</p> <p>In case of ongoing projects -</p> <p>Copy of work order/LOI/LOA And Copy of Signed Contract and Performance /Go-Live/Experience Certificate from client</p>
		<p>Experience in similar projects that involved ANPR and digital payment integration for parking or vehicular monitoring systems.</p>	10	<ul style="list-style-type: none"> Minimum one (1) project – 6 Marks Two (2) projects – 8 Marks Three or more projects – 10 Marks 	<p>And Certificate from the client mentioning the amount of physical and financial progress</p> <p>Bidder to submit the project details as per format given in the RFP</p>
TQ 4	On-Field Testing – Proof of Concept	Demonstration of AI-based parking space detection and monitoring system components as per RFP.	30	<ul style="list-style-type: none"> AI-based vehicle occupancy detection accuracy and AI analytics – 10 Marks ANPR and automated payment validation – 5 Marks Mobile app and dashboard 	As mentioned in the section of on field testing - PoC

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

S. No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines	Documentary Proof
				features – 5 Marks <ul style="list-style-type: none"> • Hardware robustness, camera installation quality – 3 Marks • Network connectivity and data transmission – 2 Marks • Any other features/ components as requested – 5 Marks 	
TQ 5	Presentation by the SI	Evaluation of technical presentation covering solution design, AI capabilities, project management, OEM partnerships, and query responses. Clarity and quality of project execution approach covering the scope and timelines.	10	<ul style="list-style-type: none"> • Understanding of scope – 1 Mark • Project plan with timelines – 1 Mark • Proposed hardware & AI software, technical capability & relevant experience – 3 Marks • Dashboard and monitoring solution – 1 Mark • Risk Identification & Mitigation Plan – 1 Mark • Quality of responses to BEC queries – 4 Marks 	Presentation for BEC

5.5. Evaluation Process

Stage 1: Pre-Qualification Evaluation

- i. AMC/SCADL shall validate the - “RFP Document fee & Bid Security/Earnest Money Deposit (EMD)”.
- ii. AMC/SCADL shall open the bid and check the SI’s eligibility as per the “Pre-Qualification Criteria”. Each of the Pre-Qualification condition mentioned in above Section is MANDATORY. In case, the SI does not meet any one of the conditions, the SI shall be disqualified.
- iii. Technical and Financial bids for those SIs who don’t pre-qualify will not be opened.

Stage 2: Technical Evaluation

- i. “Technical bid” will be evaluated only for the SIs who succeed in Stage 1.
- ii. AMC/SCADL will review the technical bids of the short-listed SIs 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. SIs will be asked to give demonstration/Pilot (as per section 2.2 of RFP) of the proposed product & solution to AMC/SCADL as per the use cases that shall be shared with the SIs who qualify the Pre-Qualification Stage.
- iv. It is mandatory to participate in pilot & demonstration during bid evaluation, non-compliance may lead to rejection of bid.
- v. The SIs' 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 above Section.
- vi. Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only the SIs who get an Overall Technical score of 70% or more in the Technical Evaluation Framework as given in above Section will qualify for financial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid.
- vii. Technical bids of the SIs qualifying in the Pre- Qualification Criteria will be opened and will also be invited for doing the technical presentation.

Stage 3: Final Evaluation

- i. Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70% and Commercial Bid Score a weightage of 30%.

The bidder would be technically evaluated out of 100 marks. All the bidders who secure overall minimum of 70% (70 Marks out of 100 across all the components together) will be considered as technically qualified. Technical scores of all bidders will be calculated on the basis of the following formula:

“Technical Score of bidder (TS) = Technical Marks received by the bidder x 70%”

The Bid having the Lowest Commercial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Commercial score of all the other bidders will be calculated on the basis of the following formula:

“Commercial score of bidder (CS) = $\frac{\text{Commercial Quote of the lowest bidder} \times 100}{\text{Commercial Quote of the bidder}} \times 30\%$ ”

Commercial Quote of the bidder”

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Final Score of the bidder (FS): Final Score of each bidding party will be computed by adding the technical score and Commercial Score on the basis of the following formula:

$$\text{“Total Score (ST) = TS + CS”}$$

The bidder whose bid has secured the “Highest Total Score (ST)” out of 100 as per above evaluation will be considered as best evaluated Bid.

In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations by the AMC.

AMC is not bound to accept the best-evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.

Example demonstrating the calculation of Technical Score and Commercial Scores is provided below:

Bidder	Marks Received by bidder	Calculations	Technical Score of bidder (TS)
Bidder 1	88	88*70%	61.6
Bidder 2	90	90*70%	63
Bidder 3	80	80*70%	56
Bidder 4	95	95*70%	66.5

Bidder	Commercial Quote Provided by Bidder after calculating Capex and Opex (As Above)	Calculation of commercial score	Commercial Score of Bidder (CS)
Bidder 1	110	(110/110) *100*30%	30
Bidder 2	140	(110/140) *100*30%	23.57
Bidder 3	160	(110/160) *100*30%	20.63
Bidder 4	130	(110/130) *100*30%	25.38

Total Score for each bidder

Bidder	Technical Score (TS)	Commercial Score (CS)	Total Score
Bidder 1	61.6	30.0	91.6
Bidder 2	63.0	23.57	86.57
Bidder 3	56.0	20.63	76.63
Bidder 4	66.5	25.38	91.88

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

The bidder with the highest final score shall be treated as the best evaluated Bid. In the above example, Bidder 4 will be treated as best evaluated Bid.

- i. AMC is not bound to accept the best-evaluated bid or any bid and reserves the right to accept
- ii. any bid, wholly or in part.
- iii. The bidder must be careful while filling the price bid at nProcure the quoted CAPEX cost shall not be more than 60% of total project cost. Non-compliance to this clause may lead to disqualification.
- iv. The commercial evaluation will be done exclusively of taxes. However, the bidder is expected to provide the tax components in commercials. The payment of taxes to the selected bidder will be done on actual/prevaling rates. The commercial bid evaluation will be done exclusively of taxes only. If any duties are applicable to the product the same will be considered for commercial evaluation
- v. All the technically qualified SIs will be notified to participate in Financial Bid opening process.
- vi. The Financial bids for the technically qualified SIs shall be opened on the notified date and time. They will be reviewed to determine whether the financial bids are substantially responsive or not. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
- vii. Financial Bids that are not as per the format provided in the RFP shall be liable for rejection.
- viii. If successful bidder refuse to sign the agreement, undertake the work and fails to submit the Performance Bank Guarantee (PBG) and align the agreement as per the timelines and requirement defined in this RFP, AMC/SCADL may consider to invite second highest score obtained bidder for negotiations. In this case, L2 SI will be asked to match the prices of L1 SI.
- ix. Further, AMC shall be entitled to deduct tax at source, or any other taxes/ cess as may be applicable.
- x. The Commercial Bids of only the technically qualified bidders will be opened for evaluation.
- xi. The bidder achieving the highest score (ST) will be invited for negotiations to award the contract.
- xii. Arithmetical errors: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

6. Scope of work

The Real-Time Parking Space Detection System aims to enhance parking management across Ahmedabad by deploying a city-wide AI-enabled camera-based occupancy monitoring system coupled with digital display units for real-time parking availability information for all kind of vehicles (incl. Car, 2-wheeler, auto-rickshaw etc.)

This solution will provide AMC and citizens with precise, real-time data on parking occupancy while integrating seamlessly with the existing SCADL parking booking application and supporting sustainable parking enforcement and urban traffic management strategies.

6.1. Broad Scope of Work

Solution Overview

1. Hardware Components

- Deployment of approximately 844 AI-enabled IP cameras (≥ 4 MP) with edge analytics capability for accurate detection of parking occupancy and vehicle identification.
- Supporting infrastructure including 357 poles, external IR units, junction boxes, industrial-grade PoE+ switches, and 40 digital LED display boards (3m x 2m) at MLCP and off-street lot entrances to display live parking information and advertisements.
- Electrical connections with civil works, meter installations, and utility deposits as required.

2. Software & Analytics

- An AI-powered Video Analytics Platform with dashboards providing real-time occupancy status, parking duration, overstay detection, and dynamic pricing analytics.
- Integrated Automatic Number Plate Recognition (ANPR) enables vehicle tracking for enforcement, payment validation, and penalty management.
- Comprehensive secure APIs allow seamless data sharing with AMC/SCADL web and mobile applications, third-party service providers, and government agencies.
- Scalability to add future modules for vehicle classification, reservations, traffic violation detection, alerts.

3. Use Cases Covered

- Real-time parking slot occupancy for 2-wheelers and 4-wheelers.
- Vehicle identification and classification using ANPR analytics.
- Parking duration tracking and enforcement enablement (overstay detection, penalty issuance).
- Payment and penalty management integrated with popular digital payment modes (UPI, credit/debit cards).
- Live parking information dissemination via digital signage and public apps.
- Revenue generation through dynamic pricing and advertising on digital boards.

4. Flexible Deployment & Licensing

- Licensing and deployment models accommodate phased rollout and location-specific demand, allowing AMC to optimize investments and scale the system as required.
- Proof of Concept (PoC) mandatory at representative parking locations (on-street, off-street, MLCP) to validate solution performance before full deployment.

5. CAPEX Includes:

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- AI-enabled cameras, poles, IR devices, junction boxes, PoE switches, digital display boards, electrical connections, and installation works.
- AI-based Video Analytics platform with dashboard and reporting tools.
- Provision for dismantling and reinstallation of existing infrastructure where necessary.

6. OPEX Covers:

- Annual maintenance for all hardware and field devices across locations.
- Licenses for Video Management System (VMS), Event Management System (EMS)/Network Management System (NMS), and specific parking occupancy use case licenses.
- Network connectivity (P2MP/MPLS) and cloud storage for 7-day video retention.
- Manpower for technical support and platform monitoring.

Expected Outcomes & Benefits

- Enhanced utilization of parking assets through real-time data and analytics.
- Streamlined revenue collection, increased compliance through ANPR-based enforcement.
- Improved commuter experience facilitated by accurate availability information and multiple access channels.
- Sustainable revenue streams via dynamic pricing and advertisement integration.
- Foundation for smart city expansion, including integration with traffic management and safety enforcement systems.

6.2. Detailed Scope of Work

6.2.1. Installation and Commissioning of AI-Cameras for Occupancy Detection

- Cameras shall be installed at designated locations covering parking areas as identified by AMC/SCADL.
- Artificial Intelligence (AI) and Edge Analytics capabilities specifically tailored to parking use cases only, including but not limited to:
 - Real-time parking occupancy detection (vacant/occupied status) for 2-wheelers and 4-wheelers.
 - Automatic Number Plate Recognition (ANPR) for vehicle identification, entry-exit logging, and enforcement support.
 - Overstay detection and duration monitoring to identify parking violations.
 - Alarm/event generation for unauthorized parking, tampering, or other security incidents.
 - Vehicle classification relevant to parking management (e.g., differentiating cars, two-wheelers, EVs) as an optional enhancement.
- The AI solution must be deployable at the edge (on or near cameras) to optimize bandwidth and enable real-time actionable insights.
- Each camera must have configurable software capabilities to define individual parking bay polygons within its field of view, ensuring that only vehicles entering those defined parking spaces are counted towards occupancy metrics.
- The system shall accurately detect vehicle presence within specified parking bays, separating them from other moving or stationary objects outside the designated spaces.
- Edge computing capability is preferred to process occupancy detection locally on-camera or via connected edge devices, minimizing network load.
- SI will mount cameras on poles, building structures, or existing infrastructure ensuring optimal field of view, protection from weather and vandalism, and compliance with safety standards.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- Precise camera positioning, tilt, and focus adjustment shall be done post-installation to ensure correct coverage and accuracy.
- The SI must conduct calibration and functional testing during commissioning to validate occupancy detection accuracy before acceptance.

Pole and Street Furniture Utilization

Wherever feasible, the bidder/system integrator (SI) shall explore and utilize existing street light poles or street furniture for camera installation. This approach aims to minimize disruption to footpaths, road surfaces, and general urban infrastructure, ensuring faster deployment and reduced civil works.

Connectivity Options and Proof of Concept (PoC)

- The SI shall propose and evaluate suitable connectivity solutions, including but not limited to:
 - SIM/5G-based cellular connectivity for cameras and edge devices.
 - Point-to-Point (P2P) wireless connectivity.
- The final selection of the connectivity solution will be made post a successful Proof of Concept (PoC) conducted by the Bid Evaluation Committee (BEC) to ascertain performance, reliability, and cost-effectiveness.
- The SI is required to support and participate actively in the PoC phase, providing all necessary technical details and documentation for evaluation.

6.2.2. Installation and Commissioning of AI Cameras for Occupancy Detection at Multi-Level Car Parks (MLCP)

- At Multi-Level Car Parks (MLCPs), parking occupancy is primarily monitored via the single-point entry and exit gates rather than individual bay detection.
- The SI shall install high-resolution AI-enabled cameras equipped with Automated Number Plate Recognition (ANPR) technology at all main entry and exit points of each MLCP.
- These cameras will:
 - Accurately record vehicle ingress and egress in real time.
 - Enable precise counting of vehicles inside the MLCP by cross-referencing entry and exit flow.
 - Track parking duration by correlating entry and exit timestamps via ANPR.
 - Integrate with AMC/SCADL backend systems to update occupancy status dynamically at MLCPs.
- The cameras must support edge processing capabilities for ANPR and initial occupancy analytics with fail-safe network connectivity to central data servers.
- SI shall ensure compliance with lighting and environmental conditions to maintain recognition accuracy during day, night, and adverse weather conditions.
- Installation shall include mounting hardware provision, cable management, power supply, network connectivity, and commissioning tests.
- The MLCP occupancy data shall be integrated with the overall Parking Occupancy Monitoring System dashboards and linked with the SCADL parking app or API interfaces to provide real-time occupancy status to users and AMC monitoring systems.
- The solution must support alerts for over-occupancy situations and automated enforcement triggers if required by AMC.

6.2.3. Installation and Commissioning of Digital Display Screens

- High brightness, outdoor-rated LED/LCD digital screens will be installed at key locations within or

- near parking sites to display real-time parking availability and related advisory messages.
- Screen sizes, placement, mounting structures, and power supply arrangements will be finalized following consultation with AMC/SCADL.
- SI will supply, install, and commission display hardware including poles, brackets, weatherproof enclosures, and necessary cabling.
- The display system shall be connected to the occupancy backend to dynamically update current availability in near-real-time.
- The system shall support remote content management for AMC to push announcements or emergency messages as needed.
- SI shall provide local and remote diagnostics capability to monitor display health and uptime.

6.2.4. Integration Support with SCADL Existing Parking Booking Platform

- SI will work closely with SCADL's technical team to enable seamless integration of parking occupancy data into the existing parking booking app and web portal.
- Occupancy data can be integrated either through:
 - Direct communication from cameras or edge devices to SCADL's backend; or
 - API-based data exchange between SI's backend platform and SCADL's booking platform.
- Ensure real-time or near real-time data synchronization to allow SCADL app users to view live parking availability without latency.
- SI shall provide all necessary API documentation, data format specifications, and technical support for integration.
- Payment gateway functionality or payment processing is outside the scope of this contract.
- The SI shall deploy certified and trained manpower for field installation, ensuring compliance with civil and electrical safety standards.
- Installation will include mounting poles/cantilevers, hardware (cameras, edge boxes, displays), laying and terminating all cabling (power/data), grounding/earthing, and network device installation.
- SI is responsible for all civil works, road-cutting/repairing, trench laying of cables, conduit insertion, and restoration of site post-installation.
- All equipment shall undergo rigorous pre-commissioning and post-installation testing including:
 - Camera field of view coverage and angle validation.
 - Occupancy detection algorithm accuracy validation.
 - Connectivity tests for data transmission and remote accessibility.
 - Digital screen display testing for visibility and responsiveness.
- Commissioning reports with photos, calibration logs, and test results shall be submitted to SCADL/AMC for acceptance certification.
- Installation timelines and milestones shall be followed as per approved project plan.

6.2.5. Backend Systems and Infrastructure

- The proposed backend architecture shall:
 - Provide centralized management of devices, video streams, analytics results, user access, and reporting.
 - Host core software components including the Video Management System (VMS), AI analytics dashboards, databases, and integration middleware.
 - Support scalability to accommodate growing camera installations and analytics workloads without degradation in performance.
 - Enable secure multi-level user access with Role-Based Access Control (RBAC) and audit trail capabilities.

- Provide high system availability with failover and disaster recovery mechanisms.

Integration Architecture

- The system shall adopt a modular, service-oriented architecture enabling seamless integration with:
 - AMC's Interoperable Command and Control Center (ICCC) for city-wide monitoring and enforcement.
 - SCADL's existing web and mobile applications to provide parking occupancy, payment status, and enforcement information to citizens.
 - Third-party systems including private parking operators, traffic management authorities, and payment gateways.
- The architecture shall clearly define data flows, message protocols, and service endpoints to ensure interoperability and minimize integration complexity.
- Support for standardized communication protocols such as RESTful APIs, MQTT, and WebSocket for real-time event streaming is mandatory.

6.2.6. Point-to-Point Network Connectivity

- SI shall plan, provision, deploy, and maintain dedicated point-to-point wireless or fiber-optic links connecting each camera and digital display site to the central data collection node or SCADL/AMC data center.
- Connectivity must ensure minimum guaranteed bandwidth suitable for 24x7 streaming of video feeds (minimum 2 Mbps per camera).
- Latency, jitter, and packet loss shall be maintained at industry-acceptable SLA parameters to support real-time analytics.
- Connectivity infrastructure shall be resilient with failover/fallback options, and comply with local network security standards.
- Network components such as radios, switches, routers, and gateways must be industrial-grade with appropriate weatherproof enclosures and power redundancy.
- SI will coordinate with ISP/telecom partners or use private infrastructure subject to AMC approvals.
- Recurring connectivity costs and network maintenance support shall be included within the SI's O&M scope.

6.2.7. Cloud-Based Video Storage

- SI shall implement a secure, scalable cloud-based storage solution for storing continuous video feeds from all deployed cameras.
- Minimum video retention period shall be 7 calendar days, with options for retrieval, playback, and downloading of footage for audit and enforcement use.
- Storage solutions must ensure data privacy, redundancy, and compliance with applicable government data protection regulations.
- The cloud storage platform shall be integrated with the overall VMS and provide access controls based on roles defined by AMC/SCADL.
- SI shall provide necessary license agreements and service level commitments for cloud storage services.
- Adequate bandwidth and network architecture must be provisioned to support upload of all video streams to the cloud storage system without data loss.
- SI must ensure encrypted transmission of video data between cameras, data centers, and cloud storage.

6.2.8. Monetization Scope for Parking Occupancy Monitoring Project

To ensure the long-term sustainability and financial viability of the Parking Occupancy Monitoring Project across AMC parking lots (including MLCPs, on-street parking, AMC plots, and other locations), the selected vendor shall explore and enable various monetization opportunities as part of their proposed solution. The scope includes but is not limited to the following:

1. **Real-Time Parking Data Commercialization**

The vendor shall implement systems and APIs that allow AMC and third-party stakeholders (e.g., private parking operators, app service providers, local businesses) to access and utilize real-time and historical parking occupancy and duration data, enabling revenue generation through value-added services such as parking guidance, dynamic pricing, and availability notifications.

2. **Advertisement & Digital Display Integration**

The vendor shall provide capabilities to display targeted advertisements on Video Motion Detection (VMD) units, digital kiosks, and other display infrastructure installed in or near parking facilities. The vendor may monetize these ad placements by partnering with advertisers or AMC.

3. **API Sharing and Data Licensing**

The vendor shall facilitate secure and scalable API sharing protocols to enable integration with private and government agencies (such as Sports Authority, private TSPs, ride-hailing services, and municipal departments). Opportunities for licensing parking data and usage analytics for commercial or operational purposes should be explored.

4. **Dynamic and Demand-Based Pricing Support**

The proposed solution shall support future integrations with smart pricing mechanisms, where parking fees can be dynamically adjusted based on real-time occupancy, peak hours, or special events, enabling increased revenue optimization for AMC.

5. **Value-Added Services & Analytics**

The vendor shall offer or enable deployment of advanced analytics, including parking demand forecasting, user behavior analytics, and enforcement efficiency, which AMC or third parties can leverage via subscription or service agreements.

6. **Parking Space Reservation & Payment Integration**

While not mandatory at the initial stage, the vendor should propose scalable options to integrate space reservation and digital payment gateways in future phases, enabling monetization through reservations, fines, or premium services.

7. **Revenue Sharing Model**

The vendor may propose a revenue-sharing or revenue-participation model where a portion of income generated from advertisements, API data access fees, or other monetization streams is shared with AMC to incentivize project sustainability.

6.2.9. Use Case and License Deployment Scope

The proposed parking management solution shall comprehensively cover the following core use cases and functional requirements to enable AMC to effectively manage parking infrastructure across MLCPs, on-street locations, AMC plots, and other sites:

A. **Parking Occupancy Detection and Reporting**

- Real-time detection and reporting of parking slot status as **Occupied** or **Vacant**.
- Accurate spatial mapping of parking availability by zones, levels, and individual slots.
- Provision of live parking availability information to end-users via AMC web and mobile applications and third-party platforms through APIs.

B. **Vehicle Identification and Classification through Number Plate Recognition (ANPR) Analytics**

- Capture and recognition of vehicle number plates to uniquely identify vehicles in parking lots.
- Analytics to distinguish between different vehicle types such as cars, two-wheelers, autorickshaws, and designated EV parking spots.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- Maintain vehicle entry and exit logs with time stamps for billing, enforcement, and reporting purposes.
- C. Parking Duration Tracking and Enforcement Support**
- Continuous monitoring and recording of the duration of stay for each parked vehicle in every parking slot.
 - Automated alerts for overstayed vehicles that exceed allowed parking time limits to facilitate enforcement action.
 - Support for dynamic pricing models based on parking duration and demand, enabling flexible tariff management.
 - Generation of reports on average parking duration by zones, peak usage times, and turnover rates for informed decision-making.
- D. Payment and Penalty Management Integration**
- Capability to integrate with AMC's existing or future automated payment gateways to reflect real-time payment status linked to vehicle identification.
 - Flagging and reporting unpaid parking, penalties, or violations using ANPR and system data for enforcement agencies.
 - Facilitation of penalty issuance workflows and payment reconciliation through the integrated platform.
- E. Comprehensive Reporting and Analytics**
- Delivery of real-time dashboards and periodic reports for AMC administrators covering occupancy rates, revenue, violations, enforcement activities, and system health metrics.
 - Data export and API access to support further analysis by AMC or authorized third parties.

Scope for Future Use Cases

The solution architecture shall be modular, scalable, and designed for plug-and-play integration, enabling the addition of new capabilities and use cases without significant hardware replacement or system downtime. The vendor shall demonstrate capability and willingness to support future enhancements such as:

- Types of video analytics: - Marking boundary of AMC plots, Putting a tent at AMC Plot, Construction Material/Garbage Dump, Overnight Parking, Illegal civil construction, Unlawful activity, Excavation etc. Crossing line, Crowd gathering, Loitering/ person moving in restricted area, Unidentified & suspicious object
- **Advanced Vehicle Classification:** Differentiation of vehicles beyond basic categories, e.g., commercial vs. private vehicles, handicapped spots monitoring, EV charging detection.
- **Integration with Automated Payment and Reservation Systems:** Online booking, prepaid parking, and seamless payment reconciliation modules.
- **Security and Incident Alerting:** Automated alerts for unauthorized parking, trespassing, or suspicious activity using integrated analytics.
- **Traffic Violation Monitoring:** Future incorporation of analytics to detect and report traffic violations such as illegal parking, wrong-way driving, red light jumping, over-speeding in parking premises, and ensuring compliance with traffic rules.
- **Safety Surveillance Enhancements:** Integration of advanced video analytics for pedestrian safety, crowd management, accident detection, and emergency event notifications within and around parking areas.

6.2.10. Flexible License Procurement and Deployment

- The vendor shall offer a **flexible licensing and deployment model** aligned with AMC's phased rollout plan, allowing procurement and activation of licenses based on location-specific requirements, parking capacity, and budget constraints.
- License types may include device-based, site-based, or user-based models to best suit various parking environments (MLCP, on-street, plots).
- Support for scaling up or down the number of licenses without penalties or complex renegotiations to

- accommodate operational changes.
- Vendor shall enable AMC to optimize investments through incremental deployment, enabling effective resource allocation and minimizing upfront costs.
- Licenses shall cover all core functionalities including occupancy detection, ANPR analytics, duration tracking, data reporting, and API access, with clear documentation of any optional modules.

6.3. Project Implementation

6.3.1. Inception Phase

The System Integrator (SI) shall plan and organize all prerequisite activities to ensure the project is delivered per agreed timelines, requirements, and service levels. The inception phase includes preparation of a comprehensive project plan and mobilization of the implementation team. The SI must submit CVs of all proposed team members for AMC/SCADL's approval prior to deployment.

A. Core inception activities and documentation:

- i. Define a structured work breakdown and identify activity interdependencies (civil, electrical, network, application, integration, testing, training, O&M).
- ii. Resource planning and loading for each phase/activity, specifying onsite (AMC/SCADL) vs. offsite (SI premises), and confirming deployed capacity against milestones.
- iii. Establish a RACI (Responsible–Accountable–Consulted–Informed) matrix for project governance and measurable role assignments.
- iv. Highlight milestones, dependencies, and risks; baseline the approved project plan (scope, schedule, cost, quality, risk, communications).
- v. Communicate the plan to stakeholders through dashboards and periodic reports (Steering Committee cadence, escalation paths, approvals). Monitor deadlines and performance objectives; track earned value/schedule adherence where applicable.

B. Project Progress Reporting:

Weekly progress reports shall be presented in Steering Committee meetings to SCADL and must include at minimum:

- a) Results achieved during the reporting week (vs. plan).
- b) Deviations from the baselined schedule and quantified impact.
- c) Corrective actions and revised catch-up plan.
- d) Planned activities for the upcoming week.
- e) Proposed schedule revisions (only if delays are beyond SI's control and duly evidenced).
- f) Support required from AMC/SCADL/third parties.
- g) Highlights/lowlights.
- h) Issues/concerns and their owners.
- i) Risks with mitigation and residual exposure.

C. Additional inception deliverables:

- a. **Project Schedule:** Week-wise timeline with activity start/finish dates, dependencies, and critical path.
- b. **Project Initiation Report:** Manpower deployment plan, risk mitigation strategy, quality plan, communication plan, escalation matrix, governance model.
- c. **Progress Reports:** Detailed weekly/fortnightly/monthly reports covering work done, blockers, risks, and escalations (format to be finalized with AMC/SCADL).

- d. **Risk Register:** Identification, likelihood, impact, mitigation/contingency; categorized as technical, schedule, integration, third-party, regulatory, safety, cyber-security.
- e. **Issue Register:** Logged issues, root cause, corrective actions, due dates, closure evidence.
- f. **Stakeholder Register:** Names/roles/contact details of stakeholders/groups; input into requirement gathering and communications plan.
- g. **Team Deployment:** Submission and approval of CVs; mobilization plan (joining dates, location, duration).
- h. **System & User Documentation (progressively updated):**
 - i. Project Commencement Documentation: Detailed Micro-Plan with milestones & deadlines; OEM equipment manuals.
 - ii. Installation Manuals: For cameras, ANPR, edge devices, routers/switches, displays, server/VMS/middleware.
 - iii. Training Material: Presentations, guides, SOPs, training registers.
 - iv. User Manuals: For dashboards, mobile/web apps, VMS, alerting, reporting.
 - v. System Administration Manual: Configuration, backup/restore, user/role management, monitoring, patching.
 - vi. Standard Operating Procedures (SOPs): Operations, incident handling, preventive maintenance, change control. SOPs must be signed off by AMC/SCADL prior to Final Acceptance Test (FAT).
 - vii. As-built drawings: Civil/electrical/network layouts and device placement.
 - viii. Ownership: All documentation and manuals shall be submitted in two printed (hard-bound) copies and soft copies; ownership shall vest with **AMC/SCADL** for the entire contract duration, with upkeep and updates by the SI.

6.3.2. Requirement Gathering

The SI shall conduct detailed surveys of AMC-managed parking sites (on-street, off-street, under-bridge, and MLCPs) and engage key stakeholders to refine functional requirements and finalize the System Requirements Specification (SRS) for **Smart Parking**, to be approved by AMC/SCADL.

- A. Scope and outputs: • Functional Requirement Specification (FRS): Occupancy detection, bay polygon mapping, vehicle classification (car/bike/auto/light commercial), ANPR entry/exit, enforcement triggers, integration with ICCC, citizen app/web availability, and digital display updates.
- B. Non-Functional Requirements (NFRs):
 - a. Occupancy detection accuracy: $\geq 95\%$ (day), $\geq 90\%$ (night/adverse weather) per category/site type.
 - b. ANPR accuracy: $\geq 95\%$ for clean plates; $\geq 90\%$ for typical conditions.
 - c. Update latency to dashboards/app: ≤ 5 seconds for bay occupancy; ≤ 10 seconds for MLCP ingress/egress.
 - d. Uptime: $\geq 99.5\%$ per site per month (hardware and network).
 - e. Security: Role-based access, encryption in transit and at rest, audit logs, password/secret management.
- C. Integration Requirements:
 - a. APIs/webhooks/data exchange to ICCC/VMS, booking platform, payment validation, and e-challan/enforcement (where applicable).
 - b. GIS layers and site geo-coordinates for mapping and navigation.
- D. Data Management Requirements: Retention (e.g., video ≥ 7 days; occupancy/ANPR logs ≥ 1 year), privacy (masking/redaction options), archival and audit.

- E. Requirement Traceability Matrix (RTM): Linking FRS/NFR to design, build, test, and acceptance.
- F. Gap Assessment Report: Gaps vis-à-vis current infrastructure; remediation plan.
- G. Hardware & IT Infrastructure Requirement Report: Devices, mounts, power, network (routers, dual-SIM/4G/5G/fiber), edge compute, servers/storage, cloud services/licenses.
- H. Site Readiness Checklists: Power availability, mounting positions, line-of-sight, illumination, safety, and permits.

6.3.3. Solution Design & Customization

The SI shall design and customize the Smart Parking solution per approved FRS/SRS using best practices in SDLC and secure system integration.

Design and engineering deliverables:

- **Architecture:** Edge AI cameras (bay polygons), ANPR cameras at MLCP gates, edge devices, VMS, middleware, data services, APIs to ICCO/app, digital displays, and analytics.
- **High Availability & Resilience:** Dual-SIM router failover, buffered edge storage, retry logic, secure reconnect, time synchronization (NTP).
- **Data & Security:** Data models, encryption, key management, audit trails, RBAC, vulnerability mitigation, and log retention.
- **Dashboards & Apps:** Real-time occupancy, wayfinding/navigation, search by locality, alerts (over-occupancy/violations), historical analytics (peak hours, dwell time), Gujarati & English localization.
- **Customization:** Citizen-facing UI/UX aligned to AMC branding; admin dashboards; reporting templates; GIS basemaps.
- **Documentation:** High-Level Design (HLD), Low-Level Design (LLD), Interface Control Documents (ICDs), API specifications, test plans, and installation drawings.
- **Design Reviews & Signoffs:** Conduct review workshops; incorporate comments; finalize version-controlled design documents approved by AMC/SCADL.

6.3.4. Supply & Delivery

The SI shall manage end-to-end supply, delivery, inspection, and acceptance of hardware/software with perpetual licenses in **AMC/SCADL's** name. Licenses will be invoked post successful UAT and EULA sign-off.

Compliance and inspection:

- OEM facilities shall hold applicable manufacturing/testing accreditations; submit safety and quality certificates with deliveries.
- Calibration/testing lab accreditation certificate and Quality Assurance Plan (QAP) must be submitted with the technical proposal for prior approval.
- AMC/SCADL (or representative/TPI) reserves the right to inspect/test goods at supplier premises, point of delivery, and destination. Non-conforming goods must be replaced or rectified at SI's cost.
- 10% of total delivered quantity per line item shall be sampled and inspected at the SI's project warehouse by TPI/AMC/SCADL.

- For every unit supplied, SI shall establish conformance to tender specifications and provide serial-wise test reports.
- All inspection-related expenses (lodging, boarding, transportation, TPI fees, testing charges) shall be borne by the SI.
- Instruments and local indicators shall be tested against approved datasheets/catalogues; OEM certificates to be provided.
- Integration testing shall validate end-to-end data transmission, monitoring, trend generation, alerts/events, and dashboard updates.
- Materials shall be dispatched to AMC/SCADL stores/sites within municipal limits as instructed by the Engineer-in-Charge; ensure transit protection and damage-free delivery.
- Quantities in the price bid cover existing works; SI shall supply additional quantities requested by SCADL during contract validity at the same unit rates and terms.
- Work shall adhere to approved drawings/instructions by the Engineer-in-Charge.
- Weekly installation plans and progress reports shall be provided in advance.
- SI is responsible for civil restoration (walls/ground) for works executed; no extra cost payable by SCADL.
 - **Warranty:** All equipment deployed shall carry comprehensive warranty for the entire contract duration, including O&M.
 - **Licenses & Inventory:** Maintain inventory of software components and license keys/renewals; share updated lists on request.

Note: References to luminaires and unrelated components (lighting) are not applicable to this Smart Parking project scope and are excluded.

6.3.5. Manpower Requirement

- i. The SI shall deploy a qualified team to execute the scope of work defined in this RFP.
 - ii. The implementation team must be available for meetings, discussions, and joint working sessions with AMC/SCADL.
 - iii. Project Manager: A dedicated professional responsible for supervising the entire project during implementation and O&M phases, ensuring compliance with timelines and SLAs.
 - iv. The Project Manager shall attend meetings at AMC/SCADL premises as per the agreed schedule or as required.
 - v. Any change in project resources requires prior intimation to SCADL and proper knowledge transfer. Replacements must have equal or higher qualifications and experience, subject to AMC/SCADL approval.
 - vi. The following key personnel shall be stationed at the project site during implementation: Project Manager, Installation & Field Team, IT Support Team, and Data Analyst/Reporting staff. Other team members must be available within three (3) working days' notice.
 - vii. AMC/SCADL may request full team deployment at its premises for faster execution.
 - viii. AMC/SCADL reserves the right to interview proposed team members; unsuitable resources must be replaced promptly.
 - ix. If any team member is unavailable for more than seven (7) days, the SI shall replace them with an approved resource of equal or higher capability.
 - x. All project team members must be mobilized from issuance of LOI/LOA/Work Order.
 - xi. Non-availability of resources at the site may attract penalties as per AMC/SCADL rules.
- Deploy dedicated technical support team post Go-Live for:

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- Hardware/software maintenance.
- Helpdesk and incident management.
- End-user assistance and proactive issue resolution.
- Ensure compliance with labor laws (ESI, PF) and insurance for all deployed personnel.
- Maintain minimum staffing levels as proposed; replacements must be equal or higher in skill and approved by AMC/SCADL.
- Staff must log daily attendance and be available beyond office hours or on holidays if required.
- Salaries must be paid via electronic transfer; submit declaration signed by CFO.

Sr.	Level	Implementation Period	Deployment during Implementation	O&M Period	Deployment during O&M
1.	Project Manager	Onsite	As per Scope of Work and Deliverables requirement	Onsite, Full-Time	1
2.	Technical Staff/ Field Staff	Onsite	As per Scope of Work and Deliverables requirement	Onsite, Full-Time	2

Sr.	Role	Qualification & Experience	Duties & Responsibilities
1	Project Manager	<p>Education (all education must be Full time) MCA/Engineering Graduate with Science Background from reputed institute</p> <p>Experience (All experience must be post-qualification)</p> <ul style="list-style-type: none"> ● At least 10 years of professional experience ● Project management experience (post qualification) of at least 5 years of handling AI/Projects ● Experience of minimum 3 projects and implementation experience in minimum 2 AI/Implementation lifecycles 	<ul style="list-style-type: none"> ● Establishes, monitors, and reviews all project deliverables ● Manages project hardware ● Plans and manages the project team's activities from contract initiation to completion ● Evaluates risks and recommends contingency plans ● Manages quality assurance and ensures compliance with policies and procedures ● Meets and communicate project milestones to AMC on timely basis ● Establishes appropriate metrics for measuring key project criteria ● Maintains awareness on emerging technologies from AI/ML Solution perspective and applies the same to the project ● Onsite contact for all escalations ● Responsible for monthly reviews ● Provides management summary reports ● Supports Root Cause Analysis with Technical Specialist/Consultants ● Acts as local point of contact for customer and end user management communication and escalation of issues ● Acts as local point a contact for Technical Support Management for the escalation of support issues and concerns ● Any other work as per RFP requirement
2	Software Technical Consultant	<p>Education (all education must be Full time) MCA/MBA and B.Tech./B.E. from a reputed institute</p> <p>Experience (All experience must be post-qualification)</p> <ul style="list-style-type: none"> ● Minimum 3 years of professional experience 	<ul style="list-style-type: none"> ● Technical expertise of IT projects ● Manages IT project Licenses and ensure compliance with OEM ● Contributes to hardware and software evaluations and recommendations ● Plans growth and changes (capacity planning), hardware sizing and network planning ● Defines and formulates disaster recovery plans, procedures and test scenarios and participates

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr.	Role	Qualification & Experience	Duties & Responsibilities
		<p>including 2 years of experience in IT implementation including minimum 2 IT implementation experience in the relevant modules</p> <ul style="list-style-type: none"> • The experience should include a minimum of 1 IT project implementation in Municipal Corporation/Urban Development authority experience • IT certification would be preferred 	<p>in regular DR rehearsals</p> <ul style="list-style-type: none"> • Guide/lead junior Basis Consultant on technical issues • Possess Advanced knowledge and skills in all related to AI/ML Solution and system software • Manages AI/ML Login Credentials i.e. User administration (setup and maintaining account, Setup security policies for users) • Manages and support various hardware platform environments - Linux/UNIX/Windows (as applicable) • Participates in the administration of the server • Evaluates, tests and updates system as soon as new version of OS and/or application software is released (after obtaining a formal approval from AMCAMC) • Assists in developing, implementing, testing and maintaining backup and disaster recovery policies and procedures • Carries out backups and recoveries as per schedule decided by AMCAMC like daily, weekly, monthly, etc. • Writes the backup data on DVD/Data Cartridge and submits to AMCAMC as per decided schedule • Provides suggestions and implements software-related measures for maximizing uptime • Supports development team whenever required • Monitors system performance to ensure high availability of the system • Ensures AI/ML application / user security and authorization management, AI/ML change correction management / AI/ML Landscape System management system, etc. • Any other work as per RFP requirement
3	Field Technician for Edge Devices	<p>Education (all education must be Full time)</p> <p>MCA/B.Tech./B.E. (IT , ECE or CS)</p> <p>Experience (All experience must be post-qualification)</p> <ul style="list-style-type: none"> • Minimum of 5 years of professional experience with 2 years or more for an IT project • At least 3 years of experience of working on proposed solution 	<ul style="list-style-type: none"> • Understands the current business process, designs current business flows, studies current business processes and its complication. • Preparation of Flow diagrams and DFD of AS IS processes. • Everything configured has to be documented as per their categories in the form of predefined templates, these have to be then approved by the team leads or whoever the consultant is reporting to • Performs GAP analysis for each module • Prepares DFD/ERD before starting configuring future business processes in AI/ML i.e. TO BE process. • Prepares test scripts for testing the configured scenarios. • Prepares end user manual and provides training to end user.

Sr.	Role	Qualification & Experience	Duties & Responsibilities
			<ul style="list-style-type: none"> • Analyses Functional Specifications and get clarifications from Business owners • Creates technical specifications • Develops Custom reports (Classical, Interactive) • Develops Online Interfaces and BDC programs • Fine-tunes and modifies of the custom programs • Performs Pre-Delivery Reviews and Final Testing • Prepares Unit Test Plans, coordinating with middleware and Legacy developers during process chain testing • Supports Unit Testing & Business Acceptance testing • Any other work as per RFP requirement

6.3.6. Installation & Commissioning

- i. The SI shall carefully review the scope of work and propose a solution that fully meets the project's functional and technical requirements.
- ii. The SI shall explicitly detail the proposed solution in the technical proposal, including hardware, software, integration approach, and compliance with specifications.

Software Products (Configuration and Customization):

- i. If the SI proposes software products, the following conditions apply:
 - a. The SI shall supply all required applications and licenses and install them to meet project requirements.
 - b. Provision for staggered procurement of user licenses shall be made based on actual project needs.
 - c. The SI shall conduct periodic audits to ensure license compliance against agreed terms and conditions.
 - d. Any exceptions or violations in license compliance must be reported promptly to SCADL. The SI shall bear any financial penalties imposed due to non-compliance.
- ii. The SI shall also supply all tools, accessories, and documentation necessary to deliver a complete integrated solution. This includes:
 - a. Software and licenses.
 - b. Tools and accessories required for installation and commissioning.
 - c. System documentation in both hard copy and soft copy formats, including installation manuals, configuration guides, and SOPs.
- iii. All documentation shall be updated after each phase and maintained throughout the project duration. Ownership of all documentation shall rest with AMC/SCADL.
- iv. The SI shall be responsible for installation and commissioning of all hardware and software components as per the approved project timeline. Any additional items required for successful implementation must be approved by AMC/SCADL before procurement.
- v. The SI shall ensure complete responsibility for supply, installation, cabling, setup, and configuration of all units, including cameras, ANPR systems, edge devices, networking equipment, and digital displays, to make the Smart Parking system fully operational.
- vi. The SI shall obtain all necessary approvals from AMC/SCADL and relevant authorities prior to installation and commissioning.
- vii. AMC/SCADL may permit phased installation and commissioning based on project requirements and learnings during implementation.
- viii. If delays occur due to reasons beyond SI's control (e.g., pending approvals), the SI shall notify AMC/SCADL in writing at least 15 days in advance.
- ix. The SI shall provide maintenance and support for all installed equipment and software for the

- entire contract duration.
- x. For any relocation or movement of equipment, the SI shall handle re-installation, connectivity restoration, and configuration without additional cost unless specified in the BOM.
 - xi. Any additional requests from AMC/SCADL shall be executed at the per-unit rates quoted in the proposal, which shall remain valid for the entire contract period (except for applicable taxes/duties).
 - xii. The contractual performance shall be monitored monthly against SLA parameters. Persistent degradation of service without timely corrective action may lead to penalties or termination of the contract by AMC/SCADL.

6.3.7. Reporting, Database Administration and Trouble Shooting

- i. The SI shall provide daily, weekly, monthly, and periodic reports to AMC/SCADL as per the reporting formats and timelines defined by the authority. Reports shall include system uptime, occupancy accuracy, ANPR performance, incidents logged, resolution status, and SLA compliance metrics.
- ii. The SI shall maintain accurate records of software and hardware entitlements, including upgrades, patches, enhancements, replacements, and maintenance schedules, ensuring compliance with OEM and contractual obligations.
- iii. The SI shall undertake end-to-end database management to ensure smooth functioning and optimal utilization of the Smart Parking system. This includes:
 - Regular database backups and periodic restore testing.
 - Performance tuning and configuration reviews.
 - Documentation of database architecture and schema.
 - Management of disk space, user roles, and storage allocation.
 - Implementation of security measures for data integrity and confidentiality.
- iv. The SI shall provide AMC/SCADL or its nominated agency access to operational information required to assess the current mode of service delivery and system performance.
- v. Upon reasonable request by AMC/SCADL, the SI shall provide copies of all relevant documentation and data maintained under the agreement, including performance reports, incident logs, and configuration details.
- vi. AMC/SCADL shall have the right to copy and retain such information for audit and governance purposes. The SI shall also permit AMC/SCADL or its nominated agencies reasonable access to its employees and facilities to understand service delivery processes and enable effective knowledge transfer.

6.3.8. Testing & Go-Live of the solution

The AMC/SCADL shall appoint an authorized team or agency to conduct User Acceptance Testing (UAT), performance validation, and security audits of the Smart Parking solution prior to Go-Live. The SI shall incorporate all recommendations and remediate findings before final approval.

Testing and audit shall cover the following aspects:

- **Functional Testing:** Validate all application functionalities as per approved specifications, including occupancy detection, ANPR, dashboards, and integrations.
- **User Acceptance Testing (UAT):** End-to-end validation of all software modules, mobile/web apps, and admin dashboards.
- **Hardware & Infrastructure Acceptance:** Verify installation quality, connectivity, and compliance of cameras, ANPR devices, edge units, networking equipment, and digital displays.
- **Performance Testing:** Ensure system meets defined KPIs (e.g., occupancy update latency, ANPR accuracy, dashboard refresh rates) using performance monitoring tools.
- **Security Testing:** Assess application and infrastructure for vulnerabilities, encryption compliance, and access control.

- Penetration Testing: Simulate attacks to identify exploitable weaknesses.
- Vulnerability Assessment: Detect and report risks in hardware/software components.

Illustrative deliverables:

- First Round Testing & Audit Report.
- Rectified solution and submission for next round of testing.
- Next Round Testing & Audit Report.
- Further rectifications if required.
- Final Compliance Confirmation by AMC/SCADL.

Pre-Go-Live Activities:

- SI shall prepare and agree with SCADL on a detailed Go-Live plan aligned with the overall implementation schedule.
- Define and agree on Go-Live Criteria, including accuracy benchmarks, SLA readiness, and training completion.
- Complete data migration from existing systems, if applicable.
- Submit signed-off UAT closure report confirming resolution of all issues.
- Obtain formal approval from AMC/SCADL before Go-Live.
- Execute Go-Live as per the agreed plan (may be zone-wise or phased).

Key readiness checks before Go-Live:

- Business readiness verification and handover preparation.
- Exit Management and Knowledge Transfer Plan finalized.
- Mobilization of manpower for handholding support.
- Completion of data migration and validation.
- Formal approval from AMC/SCADL.

Post-Go-Live:

The system shall operate in a stabilization period of 4 weeks, during which users will report any issues. The SI shall resolve all reported issues within stipulated timelines. AMC/SCADL will authorize formal Go-Live upon satisfactory performance.

6.3.9. Operation & Maintenance

The selected vendor shall provide comprehensive Operations and Maintenance (O&M) services for the Smart Parking solution, including but not limited to:

- Continuous system monitoring and troubleshooting.
- Addressing functionality, availability, and performance issues.
- Implementing approved system change requests.
- Resolving incidents and bugs reported by users.
- Maintaining high availability and security of all applications and infrastructure.

The SI shall ensure the application operates in high-availability mode and supports Single Sign-On (SSO) as per AMC/SCADL requirements. All upgrades, patches, and enhancements requested by AMC/SCADL to meet functional or legislative priorities shall be implemented without additional cost.

A. Key O&M Responsibilities

i. Capacity Building & Training:

- Conduct need-based training for AMC/SCADL staff and stakeholders.
- Provide training materials in hard and soft copies.

ii. Comprehensive O&M for 5 Years + 2 Years Post Go-Live:

- Maintain all software modules, IT infrastructure, and field hardware.
- Ensure uninterrupted operation through preventive and corrective maintenance.

iii. Helpdesk Management:

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- Operate a dedicated helpdesk for logging and resolving complaints/issues.
 - Enable issue reporting via mobile app, web portal, and admin dashboard.
 - iv. System Administration & Technical Support:
 - Manage configurations, apply patches, enforce security policies, and troubleshoot issues.
 - Perform regular audits and maintain compliance with SLA requirements.
 - v. Reporting & Analytics:
 - Generate operational and analytical reports (occupancy trends, ANPR accuracy, revenue leakage alerts).
 - vi. Warranty & Support:
 - All hardware shall carry five-year onsite warranty; software shall have five-year support including updates and patches.
- B. Additional Obligations During O&M
- Adhere to latest industry standards and government guidelines.
 - Maintain SOPs for all operational processes.
 - Ensure no component reaches end-of-support during contract; plan refresh proactively.
 - Provide all peripherals, accessories, and sub-components required for complete functionality at no extra cost.
 - Maintain redundancy and resilience to avoid single points of failure.
 - Perform periodic updates and upgrades of hardware, cabling, and connectivity.
 - Provision necessary physical infrastructure (network, power, racks) at all locations.
- C. Software Support Scope
- IT Infrastructure Management: Maintain uptime as per SLA.
 - Data Management: Support AMC/SCADL in data entry, cleansing, reporting, and analysis (Unicode-compliant, Gujarati font support).
 - Content Management: Manage content updates for citizen-facing and admin portals.
 - Application Maintenance: Fix bugs and gaps as per signed-off FRS/SRS at no extra cost.
 - Change Requests: Implement approved changes within agreed timelines.
 - Problem Resolution: Identify and resolve malfunctions, performance issues, and data integrity probPSDMS promptly.
 - Version Control: Maintain configuration and version control for all software components.
 - Documentation: Keep system documentation updated (source code, functional specs, user manuals, training guides).
- D. Terms for O&M Phase
- Provide comprehensive O&M for 60 months, including a 3-month trial run within this period.
 - Maintain inventory of spares and tools for uninterrupted operation.
 - Implement preventive maintenance programs; AMC will not provide workforce.
 - Procure spares within 7 days of breakdown; report incidents within 24 hours.
 - Include connectivity costs (SIM cards, broadband) for the entire O&M period.
 - Hand over all software licenses and credentials to AMC.

Incident Management System

Selected SI shall deploy an incident management system to monitor the adherence of SLA for CAPEX and OPEX phase both. It deals with service issues, and with all other service and user requests recorded by a support personnel. It also monitors the completion of requests by the service desk or by all other service units. Finally, Incident Management has the task of informing the service requester on the status of a service request. The selected vendor must follow ITIL/ISO 20000 incident management process for duration of the contract.

Sr. Processes to be followed to deliver services	
1	Every incident and all required data are recorded.
2	Every incident runs through a set of standardized activities and procedures, in order to ensure effective and efficient processing.
3	Every incident is categorized and prioritized regarding its (potential) impact and urgency, in order to schedule its resolution in a business-oriented way.

4	Functional and hierarchical escalation procedures are in place in order to ensure that each incident is investigated by qualified members of staff, either by internal or external experts.
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6.3.10. Other Key Points and Responsibilities

- The SI is fully responsible for hardware warranty, software updates, preventive and corrective maintenance throughout the contract period.
- All installations should comply with relevant Indian standards, safety, environmental, and municipal regulations.
- SI shall ensure the security of all equipment, protecting against theft, vandalism, and environmental damage.
- Any item required to meet contract scope but not explicitly mentioned in BoQ or tender documents will be deemed included.
- Complete project documentation including manuals, design documents, integration guides, and training materials must be submitted prior to project closure.
- Proper coordination with AMC/SCADL teams for periodic reviews, inspections, training, and handover processes.

7. Functional & Software Requirement

7.1. For Real Time Parking Space Detection and Monitoring System

The System Integrator shall carry out design, development, testing, supply, installation, integration, commissioning, operation and maintenance of the real-time parking detection system. The PSDMS will be a camera-based system that will automatically detect available spaces for parking on the on -street, off street and in the parking plots of AMC. The system will notify the relevant authority/officers/staff of AMC/SCADL through AMC's existing mobile and web application about the vehicle occupancy in parking space in real time.

The components as envisaged in this project are:

- CCTV cameras
- Street pole
- Router, Switch, Rack
- Edge analytics-based processing (either inbuilt in camera or as an accessory/additional tool with camera)
- Perpetual enterprise license & unlimited viewing licenses for both web and mobile (iOS and Android) of all software components (AI, Video Analytics, Video management software, dashboard to cater the need of future expansion of the project. (Not more than 10,000 cameras)
- Processing server
- Application for officers (SMS Alerts/What's App Alerts/Screen Pop Ups)
- Backend Application

7.2. Accuracy of the Parking Space Detection and Monitoring System (PSDMS)

1. SCADL / any authorized agency from SCADL will randomly check the detection accuracy of parking space detection system by viewing recorded video feed for assessing detection accuracy and comparing the number of vacant spaces with the actual number of the vacant spaces as per video feed.
2. Software Development milestone will be approved during implementation phase till the time accuracy is achieved minimum up to 90% across 24 hours of day and night- time both.

7.3. Analytical Reports

The PSDMS shall bring in comprehensive reports for AMC/SCADL management of parking occupancy scenario in Ahmedabad. These reports/ insights on occupancy will be used for displaying to the citizens on the city streets as information about parking spaces nearby.

7.4. System Design Principles

The proposed PSDMS planned to automate detection of parking on street and off street. Accordingly, the PSDMS shall be designed considering the following guiding principles:

1. **Scalable:** The system shall be scalable to future demands. The proposed software solutions shall support these scalability requirements without requiring any change. The additional hardware required to include locations beyond the mentioned locations under PSDMS is to be mutually decided by SCADL and the System Integrator at an additional cost.
2. **High Performance:** The system design shall be in such a way as to be resilient to technological sabotage.

To take care of remote failure, the systems shall be configured to mask and recover with minimum outage. The System Integrator shall be required to make a provision for high availability for all the services of the systems.

3. **Secure:** The network shall have built-in security features as per industry practices in line with the requirement for PSDMS. Access control should be implemented at all levels. The System Integrator shall make provisions for security of field equipment as well as protection of the software systems from hackers and other threats. The virus and worms' attacks shall be well defended with gateway level Antivirus system. Furthermore, all the system logs shall be properly stored & archived for future analysis and forensics whenever desired. The following guidelines should be observed for security:
 - Build a complete audit trail of all activities and operations using log reports, so that errors in system – intentional or otherwise – can be traced and corrected.
 - Access controls should be provided to ensure that the systems are not tampered or modified by the unauthorized persons or system operators. Implement data security to allow for changes in technology and business needs.
 - The security of the field devices shall be ensured with system architecture designed in a way to secure the field devices in terms of physical damage & unauthorized access.
4. **Interoperable:** The systems shall have capability to take inputs from other third-party systems as per situational requirements. All products shall be open standards based and should be interoperable with different vendors' products following industry standards.
5. **Fault Tolerance and Resilient:** The systems shall have inbuilt redundancy features to provide high availability. Redundancy shall be proposed at various levels to ensure that single link failure does not affect critical functionality.

7.5. Information to be captured by Edge Devices

Cameras being the core of the entire Surveillance system, it is important that their selection is carefully done to ensure suitability & accuracy of the information captured on the field and is rugged, durable & compact. These cameras need to work on 24 X 7 basis and transmit quality video feeds to the centralized data centers and would capture the video feeds at 25 FPS. AMC/SCADL shall take the regular review of the requirements for video resolution, FPS may change to suit certain specific requirements for example, there could be a situation when certain cameras are required to be viewed at higher FPS for specific period. It is estimated that not more than 2% of the cameras would be required to be viewed at higher FPS at a given point of time. Cameras should maintain minimum bitrate of 4 Mbps for bullet/fixed camera per lens to transmit quality image/video feed (appropriately focused, clear, un-blurred, jitter free, properly lit etc.). Packet loss should be less than 0.5%.

7.6. Storage / Recording Requirements

The cloud-based solution will provide secure, scalable, and efficient storage and processing of video footage and incident data generated by the parking occupancy monitoring system. The scope includes:

- **Storage of 7 days** of high-quality video footage from all deployed cameras.
- Execution of **AI analytics at the edge** to reduce cloud bandwidth usage and enable quick decision-making locally.
- Secure and reliable **data transmission** (both incident pings & video streams) from edge devices to cloud storage.
- Hosting of all application software including **Video Management System (VMS)**, AI analytics dashboard, reporting tools, and other system components.
- Seamless data integration with AMC's **Interoperable Command and Control Center (ICCC)** and SCADL's existing **mobile/web applications**.
- Provision of **secure, documented APIs** for real-time data sharing and integration with third-party applications (private agencies, government departments, etc.).

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- Shall support distributed viewing of any camera in the system using Video walls or big screen displays.
- For incidents that are flagged by the AMC/SCADL, the image of the relevant portion from all relevant cameras should be stored/archived separately for investigation purposes and a committee can decide when this image can be deleted.
- Regardless of the above, the image of the alerts along with the timestamp and location shall be captured and stored for entire project duration.
- Audit trail of the system to be maintained on permanent basis / as per the backup policy defined.
- Retrieval time for any data stored should comply with the defined service level agreements.
- The Recording Servers / System, once configured, shall run independently of the Video Management system and continue to operate if the Management system is off-line.
- The system shall support the use of separate networks, VLANs or switches for connecting the cameras to the recording servers to provide physical network separation from the clients and facilitate the use of static IP addresses for the devices.
- The system shall support H.265, H.264 with better compression, H.264 formats for all IP cameras connected to the system.
- The system shall record the native frame rate and resolution supplied by the camera or as configured by the operator from the System Administration Server.
- The system should not limit amount of storage to be allocated for each connected device.
- The on-line archiving capability shall be transparent and allow Clients to browse and archive recordings without the need to restore the archive video to a local hard drive for access.
- The system shall allow for the frame rate, bit rate and resolution of each camera to be configured independently for recording. The system shall allow the user to configure groups of cameras with the same frame rate, bit rate and resolution for efficient set-up of multiple cameras simultaneously.
- The system shall support Archiving or the automatic transfer of recordings from a camera's default database to another location on a time-programmable basis without the need for user action or initiation of the archiving process. Archiving shall allow the duration of the camera's recordings to exceed the camera's default database capacity. Archives shall be located on either the recording server or on a connected network drive. If the storage area on a network drive becomes unavailable for recording, the system should have the ability to trigger actions such as the automatic sending of email alerts to necessary personnel.
- For cloud cost optimization - The bidder shall propose a hybrid edge-cloud storage architecture wherein AI-enabled camera/edge devices/local storage (e.g., SD cards) on cameras or edge devices for full-resolution video retention of at least 7 days to minimize continuous cloud storage costs.
- Edge devices will run AI analytics locally to filter and tag relevant events and reduce unnecessary video data transmission.
- Cloud Storage: Cloud storage shall primarily maintain event-based video clips (such as incidents, violations, and alerts) and analytical metadata rather than continuous raw video footage.
- Data retention on cloud will include 7 days of event clips and metadata required for reporting and analytics. Full streams are retained only on local storage at edge devices.
- Use efficient compression codecs such as H.265/HEVC at the edge to reduce video file sizes without compromising detection & recognition quality.
- Optionally reduce frame rates during non-peak or inactive periods while maintaining full frame rate for events.
- Define tiered data retention: Local edge storage retains full-stream video for the mandated 7 days. Cloud storage retains only aggregated data, event videos, and metadata for 7 days. Older data may be archived to cold storage.

Cloud Storage Specifications

Parameter	Specification
Cloud Storage Capacity	Sufficient to store continuous video feeds from all cameras for 7 days
Video Retention Duration	Minimum 7 days of footage

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Storage Type	Object storage with high durability (e.g., AWS S3, Azure Blob Storage, GCP Storage)
Video Compression & Codec	H.264 or H.265 (HEVC)
Data Encryption	AES 256-bit encryption at rest and TLS 1.2+ for data in transit
Access Controls	Role-based access with multi-factor authentication
Scalability	Elastic storage scaling based on data volume and growth

Edge AI Analytics

Parameter	Specification
AI Processing Location	Edge devices (cameras/LPU) perform preliminary analytics
Analytics Supported	Parking occupancy detection, vehicle classification, ANPR, overstay detection, incident recognition
Edge-to-Cloud Data Transfer	Transmit incident pings and selected video clips to cloud
Bandwidth Optimization	Adaptive streaming and event-triggered upload to cloud

Software Application Hosting

Parameter	Specification
Application Hosting	Cloud-hosted VMS platform including device management, video streaming, playback
AI Analytics Dashboard	Web-based interface for data visualization, alerts, reports
Reporting and Logs	Storage of event logs, user activity, and system health reports
Integration Platform	API Gateway for managing and securing API access
Disaster Recovery & Backups	Automated backups, multi-region replication
User Management	Multi-tenant support with RBAC
SLA & Availability	99.9% uptime guaranteed, 24/7 monitoring and support

Data Transmission and Network Specifications

Parameter	Specification
Transmission Protocol	Secure protocols such as HTTPS, MQTT, RTSP over TLS
Network Connectivity	Support for redundant internet connections and bandwidth prioritization
Compression & Bandwidth	Use of edge analytics to minimize unnecessary data transmission

Integration with ICCC and Web/Mobile Apps

Parameter	Specification
Integration APIs	RESTful APIs with comprehensive documentation
Data Push & Pull	Support both webhook (push) and polling (pull) mechanisms
Security & Authentication	OAuth2.0 / JWT tokens for secure API access
Data Formats	JSON/XML compliant payloads
Third-party Access	Role-based API keys for authorized third-party agencies

7.7. Scope for Application Programming Interfaces (APIs)

The Bidder shall design, develop, deliver, and maintain a comprehensive set of Application Programming Interfaces (APIs) (as part of the design and on need basis as well) as an integral part of the Parking Occupancy Monitoring and Management System. These APIs will enable seamless, secure, and real-time data sharing between the system components, AMC's platforms, SCADL applications, and authorized third-party service providers.

API Functional Scope

The APIs shall provide access to, but not be limited to, the following functionalities:

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- Real-time and historical **parking occupancy status** for all monitored locations (both 4-wheelers and 2-wheelers).
- Vehicle identification and **ANPR-based analytics** data including entry/exit logs, duration of stay, and violation alerts.
- Event and incident reporting, including time-stamped video clips and metadata.
- Integration points for **payment status** and penalty management information.
- Status and health monitoring data of edge devices and cameras.
- Management of **digital display boards** content (e.g., parking availability, ads).
- Support for **user authentication**, authorization, and role-based access controls.

Technical Requirements

- **Standards Compliance:** The APIs must be RESTful, using HTTPS for all communications, and support JSON format for request and response bodies.
- **Security:** Implement OAuth 2.0 or JWT-based authentication and authorization. All data transmissions must be encrypted using TLS 1.2 or above.
- **Versioning:** APIs must support version management to maintain backward compatibility and enable future enhancements without disruption.
- **Performance & Scalability:** APIs must handle concurrent requests from multiple clients (AMC, SCADL apps, third parties) with low latency and scalability for future expansion.
- **Error Handling:** Provide clear and consistent error messages with appropriate HTTP status codes and descriptive error payloads.

API Documentation & Delivery

- The Bidder shall deliver comprehensive API documentation, including:
 - Endpoint definitions, input/output parameters, data formats.
 - Authentication workflows and security guidelines.
 - Example requests and responses.
 - Error codes and troubleshooting guides.
- Provide a **sandbox/test environment** for AMC and authorized integrators to validate API usage during development and testing phases.
- Submit and deploy fully functional, tested APIs aligned with project timelines.
- The Bidder shall ensure timely updates and patches to APIs to address bugs, security vulnerabilities, and feature enhancements.
- Support backward compatibility for existing API consumers during version upgrades.
- Maintain a changelog and notify AMC in advance of any planned API deprecations or breaking changes.
- Provide technical support and troubleshooting assistance for all API-related issues throughout the contract period.
- Ensure all APIs and interfaces comply with applicable data privacy laws and AMC's data governance policies.
- Implement mechanisms for audit logging of API access and data usage.
- All APIs developed shall be the intellectual property of AMC and delivered with unrestricted usage rights.
- The Bidder shall transfer all relevant source code, documentation, and tools related to the API framework on project completion.

7.8. Video Management Software (VMS)

1. SI has to provide the enterprise license of PSDMS, Video management software, dashboard and analytics software to cater for the future expansion of the project. (At least 1,000 cameras & unlimited viewing licenses for both web and mobile (iOS and Android))
2. VMS shall support a flexible rule-based system driven by schedules and events.
3. VMS shall be supported for fully distributed solution for monitoring and control function, designed for limitless multi-site installations requiring 24/7 surveillance with support for devices from different vendors.
4. VMS shall support ONVIF compliant internet protocol (IP) cameras from different vendors.
5. The bidder shall clearly list in their proposal the make and models that can be integrated with the VMS,

- additionally the offered VMS and cameras must have Open Network Video Interface Forum (ONVIF Profile S or better) compliance.
6. VMS shall be enabled for any standard storage technologies and video wall system integration.
 7. All CCTV cameras locations shall be overlaid in graphical map in the VMS Graphical User Interface (GUI). The cameras selection for viewing shall be possible via clicking on the camera location on the graphical map. The graphical map shall be of high-resolution enabling operator to zoom-in for specific location while selecting a camera for viewing.
 8. VMS shall have an administrator interface to set system parameters, manage codecs, manage permissions and manage storage.
 9. Day to day control of cameras and monitoring on client workstations shall be controlled through the VMS administrator interface.
 10. VMS shall be capable of transferring recorded images to recordable media (such as CD/DVD and/or tapes) in tamper evident and auditable form. All standard formats shall be supported including, but not limited to: AVI files, JPEG Images, WAV audio, MP4 or SEF (Secured Export Format)
 11. The VMS shall support the operations: Adding an IP device, Updating an IP device, Updating basic device parameters, Adding/removing channels, Adding/removing output signals, Updating an IP channel, Removing an IP device, Enabling/disabling an IP channel, Refreshing an IP device (in case of firmware upgrade), Multicast at multiple aggregation points
 12. The VMS shall support retrieving data from edge storage. Thus, when a lost or broken connection is restored, it shall be possible to retrieve the video from SD card and store it on central storage. System should support to view the recordings available over cameras local storage device (such as an SD card) and copy them to the server.
 13. VMS shall support access and view of cameras and views on a smartphone or a tablet (a mobile device).
 14. VMS shall support integration with the ANPR application
 15. VMS shall support integration with other online and offline video analytic applications such as facial recognition system & video Summarization system.
 16. VMS shall be able to accept alerts from video analytics built into the cameras, other third-party systems such as facial recognition system & video Summarization system etc.
 17. VMS should not have any limit on the number of cameras to be connected for Surveillance, Monitoring and Recording. Any increase in the no. of cameras should be possible by augmentation of Hardware components & camera license.
 18. It should be possible to integrate the VMS with 3rd-party software, to enable the users to develop customized applications for enhancing the use of video surveillance solution. For e.g., integrating alarm management to initiate SMS, E-Mail etc.

7.9. Analytic Engine

Analytics Engine should be an artificial intelligence-based city surveillance analytics platform module to maximize business value through advanced machine learning capabilities. The machine learning capabilities aid in automating policies that result in better asset and infrastructure management.

The solution should be flexible to integrate with other city and government software applications.

Analytics Engine should support multiple Data Sources. Min below standard data sources should be supported from day 1 – CSV, TSV, MS Excel, NoSQL, RDBMS

Analysis enables to define arithmetic and aggregation operations that result in the desired output.

Analytics engine should provide capability to check analysis with multiple predictive algorithms

Analytics Engine should provide visualizations dashboard.

Analytics Engine system shall have the capability to deploy intelligent AI based video analytics software on any of the selected cameras. This software shall have the capability to provide various alerts & triggers. The software shall essentially evolve to automate the suspect activity capture and escalation; eliminate the need of human observation. The analytic software should be capable of learning from false positives. So that probability of raising false alarms are reduced.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

In addition to above-mentioned analytics SI must develop around 20 additional use case to be captured by AI based video analytics application. These additional use cases will be identified by the AMC/SCADL over the course of the project. Analytics software should bring significant benefit to review the incidences and look for suspicious activity.

SI must ensure continuous progress in reduction of false alerts over the period of time. The same must be monitored and will be linked with the SLA. After every 6 months the ratio of false alerts vs total alerts should come down by minimum 5%.

The successful bidder is also expected to train their models for other use cases which may come up during the project execution using the raw data generated with the project. These use cases shall not be a part of the SLA.

Camera tampering - Video analytics can also be used to detect possible tampering with the camera. The Camera Tampering function looks for the loss of the video image (Due to coverage or disconnection) or excessive movement of the camera (Due to removal or redirection). These analytics is required on all the cameras.

#	Functionality Description	
1	Alert Management Module	<ul style="list-style-type: none"> a) The alert management module shall allow for continuous monitoring of the operational status and event-triggered alarms from various system servers, cameras and other devices. The alarm management module shall provide a real-time overview of alarm status or technical probPSDMS while allowing for immediate visual verification and troubleshooting. b) The alarm management module shall provide interface and navigational tools through the client including; <ul style="list-style-type: none"> i. Graphical overview of the operational status and alarms from servers, network cameras and external devices including motion detectors and access control systems. ii. Intuitive navigation using a map-based, hierarchical structure with hyperlinks to other maps, servers and devices or through a tree-view format. b) The module shall include flexible access rights and allow each user to be assigned several roles where each shall define access rights to cameras. c) Basic VMS should be capable to accept third party generated events / triggers
2	GIS Map Support	System should support ESRI, map box, Open street, etc. or similar OGC compliant Enterprise Geospatial platform.
3	Role Based Access to the Entire System	<p>Various users should access the system using single sign on and should be role based. Different roles which could be defined (to be finalized at the stage of SRS) could be Administrator, Supervisor, Officer, Operator, etc. Apart from role-based access, the system should also be able to define access based on location. Other minimum features required in the Role Based authentication Systems are as follows:</p> <ul style="list-style-type: none"> a) The Management Module should be able to capture basic details (including mobile number & email id) of the AMC/SCADL Personnel & other personnel requiring Viewing / Administration rights to the system. There should be interface to change these details, after proper authentication.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Functionality Description	
		b) Rights to different modules / Sub-Modules / Functionalities should be role based and proper log report should be maintained by the system for such access.
4	Location engine	<p>a) Map services and geospatial coordinates provides the geographical coordinates of specific facilities, roads, and city infrastructure assets.</p> <p>b) Geospatial calculation: calculates distance between two, or more, locations on the map</p> <p>c) Location-based tracking locates and traces devices on the map</p>
5	Service management	a) Data brokerage, ID Management: Performs service management
6	Developer Program tools	Sensor platform OEM should provide online Developer Program tools that help City to produce new applications, and/or use solution APIs to enhance or manage existing solution free of cost. OEM should have technology labs via an online public facing web interface. These labs should be available 24X7.
7	Authentication, Authorization	System should support standard Authentication, Authorization Performs
8	Data plan Functionalities	Live data and visual feed from diverse sensors connected to the platform
9	Platform upgrade and maintenance	The OEM should be able to securely access the platform remotely for platform updates / upgrades and maintenance for the given duration
		Platform should have functionality to manage disaster recovery
10	Platform functionality	API management and gateway: Provides secure API lifecycle, monitoring mechanism for available APIs
		User and subscription management: Provides different tier of user categorization, authentication, authorization, and services based on the subscriptions
		Application management: Provides role-based access view to applications
		Enabling analytics: Time shifted and real-time data available for big data and analytics
		The platform should also be able to bring in other e-governance data in the command and control center dashboard
		All these data should be rendered / visualized on the command and control center dashboard.
11	Integration capabilities	This platform is expected to integrate various urban services devices at the street layer so that urban services applications can be developed on top of this platform independent of the technology that is used in the devices.
		Integrate devices using their APIs into this platform. Integration to be carried out with all other sub-systems identified as a part of this project.
		Platform should support on the fly deployment of Sensors. Platform shall have the ability to add / remove sensors including new vendor types without a need for shutdown.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Functionality Description	
	API Based Open Platform	The solution should have the capability to integrate with Enterprise Geospatial / GIS platform viz ESRI, etc. or any Geospatial platform which is OGC compliant.
		<ul style="list-style-type: none"> • Provides urban services' API(s) to develop operation applications for each of the Urban Services domains. For example, the lighting operator of the City should be able to develop a City Lighting management application based on the API(s) provided by the platform. This lighting application should also have the ability to access data from other domains like environment based on the access control configured in the system. • The CCC platform should have API Management capabilities like API Security, API Metering, API Monetization • The CCC platform is should be able to provide API access based on roles and access control policies defined for each user and the key issued to that user • The vendor should have already documented different Urban Services APIs using which applications can be developed • The vendor should be able to demonstrate existing applications that are developed using these urban services APIs
		Enables the City and its partners to define a standard data model for each of the urban services domains (i.e. Parking, lighting, kiosks etc....)
		Enables City and/or its partners to write software adaptors based on the API(s) provided by device vendors and have the ability to control, monitor and collect the data from these street devices
		Provides urban services API(s) to develop operation applications for each of the Urban Services domains. For example, the lighting operator of the City should be able to develop a City Lighting management application based on the API(s) provided by the platform. This lighting application should also have the ability to access data from other domains like environment based on the access control configured in the system.
12	Trending Service	System should provide trends in graphical representation from data sources over a period. Trends should allow to monitor and analyze device performance over time.
13	Policies and Events	<p>System should allow policy creation to set of rules that control the behavior of infrastructure items. Each policy should a set of conditions that activate the behavior it provides. System should allow Default, Time-based, Event-based and Manual override policies creation. For example, an operator might enforce a "no parking zone" policy manually to facilitate road repairs.</p> <p>System should provision to defines a set of conditions that can be used to trigger an event-based policy</p>
14		System should generate Notification, Alert and Alarm messages that should be visible within the Dashboard and the Enforcement Officer Mobile App if required.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Functionality Description	
	Notifications, Alerts and Alarms	<p>All system messages (notifications, alerts and alarms) should always visible from the Notifications view, which provides controls that operator can use to sort and filter the messages that it displays.</p> <p>Systems should deliver message to a set of subscribers. The Notification service should support min two types of notification methods – Email notification and Short Messaging Service (SMS) notification.</p>
14	Users and roles	<p>User access perform the various tasks, such as adding new locations, configuring new devices, managing adapters, and so on. However, not all users can perform all tasks. Each user should be associated with one or more roles and each role is assigned a certain set of permissions.</p> <p>These roles and permissions define the tasks that a user can perform. Additionally, system should assign one or more locations to each role so that the user can perform tasks at the assigned locations only.</p> <p>Roles and permissions define the tasks that a user can perform, such as adding users, viewing location details, exporting devices, generating reports, and so on. Each user should be associated with one or more roles and each role has an assigned set of permissions.</p> <p>The platform should allow different roles to be created and assign those roles to different access control policies.</p> <p>Since this platform is being used for managing Cities, the platform should also allow association of users and locations. For example, the platform should allow creation of locations in the system which correspond to various physical locations in the city and allow the admin to associate different users to different locations with the intent that each user can control only services for a location for which has been given access.</p> <p>System should support to be used as an additional data store for user management and authentication.</p>
15	Service Catalog Management	<p>The Service catalog management module should allow to categorize the externalized and non-externalized services into logical groups by creating the service catalogs. In addition, system should allow manage the service catalogs by adding, modifying, or deleting the catalog details.</p>
16	Reports	<p>The platform should have capability to provide access to real time data and historical data from various connected devices for reporting and analytics.</p> <p>System should allow dashboard to generate reports and have provision to add reports in favorites list</p>
17	Analytics Engine	<p>Analytics Engine should be an artificial intelligence-based city surveillance analytics platform module to maximize business value through advanced machine learning capabilities. The machine learning capabilities aid in automating policies that result in better asset and infrastructure management.</p>

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Functionality Description	
		<p>The solution should be flexible to integrate with other city and government software applications.</p> <p>Analytics Engine module should have below intelligence capabilities;</p> <ol style="list-style-type: none"> Advanced Predictive Analytics should be part of the solution. The solution should be flexible to integrate with other city and government software applications The solution should be able to predict insights consuming data from cameras for intrusion, encroachment, illegal parking, waste dumping etc. The solution should be robust, secure and scalable. The solution should have a visualization platform to view historic analytics <p>The application should enable the customers to discover, compare, and correlate data across heterogeneous data sources to unravel the patterns that are previously hidden. At a broader level, when you work with the application, system do the following tasks:</p> <ol style="list-style-type: none"> Connect to a variety of data sources Analyze the result set Visualize the results Predict outcomes <p>Analytics Engine should support multiple Data Sources. Min below standard data sources should be supported from day 1 –</p> <p>CSV, TSV, MS Excel, NoSQL, RDBMS</p> <p>Analytics Engine should provide analysis of data from a selected data source(s). Analysis enables to define arithmetic and aggregation operations that result in the desired output.</p> <p>Analytics engine should provide capability to check analysis with multiple predictive algorithms</p>
18	Analytics Engine Visualizations	<p>Analytics Engine should provide visualizations dashboard.</p> <p>In the visualization workspace it should allow to change visual attributes of a graph.</p> <p>User should not be allowed to alter the graph/visualization definition.</p> <p>In the visualization's workspace, user should able to do the following operations:</p> <ol style="list-style-type: none"> Change the graph/visualization type Print the graph Export the graph Narrow down on the value ranges Toggle the axis labels Integrate with other 3rd party applications seamlessly
	Export Formats	<p>System should allow export the analysis into following formats:</p> <ol style="list-style-type: none"> XML/JSON

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Functionality Description	
		<ul style="list-style-type: none"> h) Excel i) PDF j) CSV
19	API & Interface Security	<ul style="list-style-type: none"> • The access to data should be highly secure and efficient.
		<ul style="list-style-type: none"> • Access to the platform API(s) should be secured using API keys.
		<ul style="list-style-type: none"> • Software should support security standards: OAuth 2.0, HTTPS over SSL, and key management help protect the data across all domains.
		<ul style="list-style-type: none"> • Should support security features built for many of its components by using HTTPS, TLS for all its public facing API implementations. For deployment where CCC Software API(s) exposed to application eco system, API Management, API security features and API Key management functions are required.
20	Data Security & Integrity	<ul style="list-style-type: none"> • Data Governance / RBAC: Platform should support data governance & stewardship model, in which roles, responsibilities are clearly defined, assigned, implemented, documented and communicated • Data Governance/ Resilient hosting: Platform should have capability to restrict the storage of customer data to specific countries or geographic locations with resilient hosting options • Data Protection / Production Data integrity: Platform should support procedure in place to ensure production data shall not be replicated or used in non-production environment • Data Protection / Data at rest: Platform should support encryption for tenant data at rest (on disk/storage) • Data Retention: Platform should have capabilities to enforce tenant data retention policies • Data recover & restore: Platform should have capability to recover and restore data for a specific customer in the case of a failure or data loss. • Data disclosure & privacy: Platform should disclose data attributes, elements collected from source. All the attributes should be disclosed & appraised to data owner. With appropriate approval from City authority, Platform should have ability to encrypt sensitive data element at rest.
21	Scaling, Capacity Provisioning parameters	<ul style="list-style-type: none"> • Platform should be scalable and should support capacity provisioning additional CPU, RAM. • Platform should have tools to monitors the healthiness of the individual tenants and status of CPU, Memory performance • The platform shall send alerts to the user once it exceeds certain limits in terms of CPU and Memory performance
22	High Availability	As per SLA defined in the RFP.
		Platform shall have no single point of failure. Software & hardware fault shall not result total system failure.
		All failure must report relevant error messages to the user

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Functionality Description	
		<p>Platform vendor shall provide supporting infrastructure, appropriate tools to measure & monitor system availability and automated notification for system failure and unavailability</p> <hr/> <p>System response Time Measured as the elapsed time between the moments a user initiates a process using input device to last display of first screen (First Screen means the first user accessing information regarding some application/ sensor).</p> <ul style="list-style-type: none"> • System response time should not exceed 3 seconds for 2 concurrent users (accessing similar information regarding some application / sensors on command center application) • System response time for any web services shall not exceed 3 seconds for 60 concurrent users
23	Logging	<p>Platform should have logging frame with following functionalities</p> <ul style="list-style-type: none"> • Logs shall readable in ASCII plaintext or UTF-8 format or any similar standard or format. • All logs shall be timestamped • Log events shall capture user activities, applications, system & network messages • Centralized & secure log repositories to all log events • System logging shall be provided for all successful and unsuccessful login attempts and for all super user activities • Platform should implement mechanisms to trigger alerts and facilitate users to analyze and review logs efficiently • All critical logs are secured and sent to archive • Centralized logging shall be configurable to report for exceptions and generate reports based on desired filters • Logging framework shall be integrated with SIEM framework • Any anomalies shall be promptly identified & investigated through SIEM (Security Incident Management Framework) • Appropriate controls shall be put in place to ensure outage of the central log repository does not result in any loss of logs • The central syslog shall be able to normalize logs from wide variety of platforms / components to Common Event Format (CEF) to ease of use for monitoring and analysis and support logical data segregation so that the different user groups can only view their own managed equipment logs • Central syslog system shall have sufficient disk storage to keep the logs for 1 year to facilitate incident response investigation.
24	Performance Monitoring Tool	<p>Performance monitoring tool shall include following functionalities</p> <ul style="list-style-type: none"> • Identify infra and/or application components between the user and backend servers that is causing the probPSDMS • Providing key performance indicators • Identify the inter-dependencies between application & infra components • Able to provide network/ system node causing the problem • Provide email, SMS and/or mobile alert mechanism if performances fall below predefined thresholds

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Functionality Description
	<ul style="list-style-type: none"> • Performance monitoring shall not adversely affect the performance of the platform <p style="text-align: center;">Additional information is provided in following sections.</p>
25	<p>Database monitoring</p> <ul style="list-style-type: none"> • Platform should provide database monitoring tool for DB health checks to monitor <ul style="list-style-type: none"> ○ Memory allocation, usage and contention ○ Disk I/O usage ○ CPU usage for a particular transition ○ Number of buffers, buffer size and usage ○ Active locks and locks contention, including waiting time ○ Active users and status of their operations ○ List of users (complete or selected) with their access rights <p style="text-align: center;">Additional information is provided in following sections.</p>
26	<p>Platform Environment</p> <ul style="list-style-type: none"> • Platform provider shall have 3 environments <ul style="list-style-type: none"> ○ Development environment ○ QA environment ○ Production environment • All 3 environments shall be physically / logically separated • All should have same system & application software versions
27	<p>Backup and Recovery</p> <ul style="list-style-type: none"> • Platform backup and recovery solution functionality shall meet following requirements <ul style="list-style-type: none"> ○ Perform online database backup and recovery ○ Support full, incremental, scheduled and on-demand backups ○ Provide additional programs and utilities for the purpose of backup and recovery and administration ○ Perform backup verification to ensure integrity of backup ○ Perform automatic drive cleaning using pre-mounted cleaning tape ○ Support the backup of all files including open files within servers including operating systems, database ○ Be carefully administered and monitored ○ Provide comprehensive reporting and analysis functions
28	<p>Archival and Retrieval</p> <ul style="list-style-type: none"> • Platform vendor shall propose a detailed housekeeping and archival strategy that meet the Authority's housekeeping policy and business requirements • The strategy shall enable the Authority to access historical data on an ad hoc basis for audit, verification and investigation purposes • Ease of restoration of archived data from online achieves or offline storage and it shall be able to keep track of all archival activities performed • Overall platform performance shall not be compromised during the archival process

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Functionality Description
29	<p>Documentation</p> <ul style="list-style-type: none"> • All application software developed shall be properly documented with header indicating title, author, date of creation/update, update description, abstract of program/ module, interfaces, description of variables and data structures • Platform provider shall maintain traceability matrices for all requirements, system design and testing. • The traceability matrices shall trace all requirements throughout all stages of development lifecycle • Full documentation and source codes of all the software programs, modules, algorithms, software engines, link interfaces, GUI that are designed, developed and/or customized by the contractor for the Platform shall be submitted to Customer
30	<p>Disaster Management</p> <p>SI has to provide a separate module of Disaster Management as part of software solution. The Disaster Management module should be able to collect, gather and analyze the critical data of city from various components. The system should be able to create a strategic view or big picture of probable disaster. The system should be intelligent enough to make decisions that protect life and property. The system should disseminate such decisions to all concerned agencies and individuals. The critical data elements shall be decided in consultation with AMC/SCADL. The system should be able to use predictive analysis which can finally reduce response time and improve SLAs. Disaster Management module should be able to communicate or to be integrated with National Emergency Operation Centre (NEOC) of National Disaster Response Force (NDRF) based on defined SOPs. The Disaster Management system should comply to applicable laws.</p> <p>Standard Operating Procedures (SoPs) must adhere with the Governance structure of, City SPV and Municipal Corporation, as in case of any incident or disaster decision making ability lies with the authority.</p>
31	<p>Device Management</p> <p>The managed intelligence must be able to provide sensor APIs service visualization</p> <ul style="list-style-type: none"> • Detect and report sensor / device malfunctions • Detect and report sensor / device supported features malfunctions • Provide vendor wise sensor / device efficiency analysis report • Provide with accurate and up to date warranty tracking from the date of commissioning, product lifecycle management, alerts on warranty expiry dates for devices/ sensors • Detect and provide alerts about illegal / unauthorized software • Software patch monitoring • Detect and provide data anomalies and alert the operators • Provide with proactive maintenance alerts (by analyzing Live data and historic maintenance data).
32	<p>Cyber Security Requirements</p> <p>The SI shall develop Cyber Security Framework aimed at building a secure and resilient cyberspace for citizens and stakeholders of Safe City. The Framework shall be designed to protect cyberspace information and infrastructure; build capabilities to prevent and respond to cyber-attacks; and minimize damages</p>

#	Functionality Description	
		through coordinated efforts of institutional structures, people, processes, and technology. Framework shall cover safe city cyber security architecture with reference to the cyber security framework suggested by National Institute of Standards and Technology (NIST), CSA (Cloud Security Alliance) and ISO27001. Framework shall also comply with MoUD guidelines vide circular K- 15016/61/2016-SC-1.
33	wBusiness Continuity Planning and Disaster Recovery	The SI shall implement and operate Disaster Recovery site for the Safe city infrastructure and related applications. These applications and processes should be supported from the disaster recovery site. The SI shall define Business Continuity and Disaster Recovery plan and will perform the testing on a half yearly basis.

7.10. Project execution requirements

Actual placement of pole & number of cameras at each location, type of cameras, fixation of height & angle for the cameras to ensure maximum coverage shall be done in consultation with AMC/SCADL. A detailed survey shall be conducted, by the SI along with a team of AMC/SCADL. SI shall prepare the detailed report for field level requirements e.g. Cameras (types & numbers), Camera Mounting requirements, Power Requirements, Connectivity Requirements etc. for perusal of Purchaser. Indicative list of the field level hardware to be provided by SI is as follows:

- Cameras
- Network Switches
- Pole for cameras / Edge devices
- Junction box with UPS
- Networking and power cables and other related infrastructure.

Based on detailed field survey as mentioned above, SI shall be required to supply, install and commission the surveillance system at the identified locations and thereafter undertake necessary work towards its testing. SI shall use industry-leading practices during the implementation phase w.r.t positioning and mounting the cameras, poles and junction boxes. Some of the check-points that need to be adhered to by the SI while installing / commissioning cameras are as follows:

1. Ensure surveillance objective is met while positioning the camera such that the required field of view is being captured as finalized in field survey
2. Ensure camera is protected from the on-field challenges of weather, physical damage and theft.
3. Make proper adjustments to have the best possible image / video captured.
4. Ensure that the pole is well placed for vibration resistance adhering to the road safety norms.
5. Collusion preventive barriers around the junction box & pole foundation in case it's installed in collision prone place.
6. Appropriate branding or color coding of poles and junction boxes, to warn mischief mongers against tampering with the equipment at the junction.
7. SI shall ensure that the poles erected to mount cameras are good, both qualitatively and aesthetically. Also, all the new poles should be futuristic to be able to house other ICT elements like Environment Sensors, Small Variable Message Display, Telecom Equipment, etc. so that their presence can be optimized by AMC/SCADL and as well as monetized in near future if required.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

8. SI shall use the industry leading practices while positioning and mounting the cameras and ensure that the pole / mast implementation is vibration resistant. Necessary arrangements for bird scare spikes on top of camera to be also thought of to prevent birds from sitting on top of camera box.
9. The poles shall be installed with base plate, pole door, pole distributor block and cover.
10. Base frames and screws shall be delivered along with poles and installed by the SI.
11. The poles should be installed along with cantilever with minimum length of 1.8 meter, so that there is clear line of sight.
12. SI shall be responsible to undertake required structural analysis regarding the regulated load conditions and considering the respective wind load while installing the poles / cantilevers for edge level components
13. SI shall provide structural calculations and drawings for the approval of Purchaser. The design shall match with common design standards as applicable under the jurisdiction of purchaser/authorized entity.
14. SI shall coordinate with concerned authorities / municipalities for installation.
15. Poles and cabinet shall be so designed that all elements of the field equipment could be easily installed and removed.
16. SI shall ensure that physical look of the installation area returns to neat & tidy conditions after installation of poles, cantilevers etc. The placement shall be designed keeping in mind the normal flow of vehicular traffic and pedestrian movement is not disturbed.

8. Technical Specifications

The following technical specifications define the minimum requirements for all hardware components including AI-enabled bullet cameras, mounting poles, junction boxes, network switches, and edge devices. Bidders may propose products with higher specifications with proper justification.

8.1. AI-Enabled Bullet Cameras

Sr. No.	Parameter	Minimum Specification
1	Image Sensor	1/2" CMOS Progressive Scan for 4MP; 1/1.2" CMOS Progressive Scan for 8MP cameras
2	Resolution	Minimum 4 Megapixels
3	Bandwidth (Video Bitrate)	Minimum 4 Mbps per camera for 4MP streams; higher for 8MP
4	Frame Rate	Minimum 25 FPS at 4MP resolution; 15-20 FPS at 8MP
5	Electronic Shutter	1/1 to 1/10,000 seconds
6	Focus	Motorized Auto Focus preferred; manual acceptable
7	Lens	Multi-focal lenses: 5mm to 8mm (low range), 40mm or higher (high range)
8	Minimum Illumination	0.5 Lux (Color); 0.01 Lux (Black & White with IR)
9	Day/Night	Automatic day/night with IR-cut filter
10	Wide Dynamic Range (WDR)	True WDR 120 dB or better
11	Video Codec	H.265 or better
12	Video Streams	Minimum 3 configurable streams; support Unicast and Multicast Min camera bandwidth of 4MBPS
13	Onboard Analytics	Motion detection, tamper detection, out-of-focus alert; AI processor capable of ANPR at ≥ 25 FPS
14	Network Interface	RJ-45 Gigabit Ethernet (10/100/1000 Mbps)
15	Network Protocols	IPv4, IPv6, TCP/IP, HTTP, HTTPS, DHCP, UDP, DNS, SMTP, RTP, RTSP, SNMP, ONVIF Profiles S, G, M, T
16	Alarm and Event Handling	Tampering, motion alerts with pre/post alarm video buffering
17	Security	Password protection, IP filtering, user access logs, HTTPS/TLS 1.2+, AES-256 encryption, cybersecurity certification (e.g., STQC, CERT-In)
18	Operating Temperature	-20°C to +50°C
19	IP Rating	Minimum IP65
20	Vandal Resistance (IK Rating)	IK10 or better
21	Power	PoE+ (802.3at) minimum; support for PoE++ (802.3bt) optional; 24V AC / 12V DC supported
22	Local Storage	Minimum 512 GB industrial SD card (class UHS-I or better)
23	Audio Support	1 audio input and 1 audio output
24	Mounting Accessories	Accessories for pole, gantry, or surface mounting including bird deterrent spikes
25	Warranty	Minimum 3 years comprehensive onsite warranty
26	Certifications	CE/EN/Equivalent Indian Standards, FCC/Equivalent Indian Standards, /UL 62368-1/Equivalent Indian Standards, IEC/BIS/Equivalent Indian Standards certified at the time of bidding
27	Undertaking	The MAC IDs of the CCTV Cameras to be supplied against this tender shall be registered in the name of the OEM of the CCTV Cameras.
28	Mounting Accessories	For pole/gantry/ surface mount with L/C Brackets with bird scare spikes to prevent birds from sitting on top of camera.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

S/N	Parameter	Minimum Specification
Video		
1	Day and Night functionality	Automatic, Color, Mono
2	WDR	True WDR 120 dB or better
3	Video Streams	Individually configurable min 03 video streams (H.265), Unicast/Multicast
4	On board Analytics	Motion detection, Tampering Alert, Out of focus
5	AI/Edge Analytics Capability	Onboard AI processor or support for camera algorithms; Minimum inference speed 25 FPS for ANPR
Network & Interface		
15.	Interface	RJ-45 for 10/100 base-T Ethernet
16.	Network Protocols support	IPv4, IPv6, TCP/IP, HTTP, DHCP, UDP, DNS, SMTP, RTP, RTSP, SNMP protocols/Should meet all functional requirements of the project
17.	Alarm Event (Non-working, tampering,)	Events / alerts send via FTP, HTTP, email, Pre-Post alarm video buffering.
18.	Compliance	ONVIF Profile S, G, M, &T compliant
Security		
	General	<ul style="list-style-type: none"> • Password Protection, IP Address filtering, User Access Log, HTTPS encryption. • Encryption: TLS 1.2 or higher, SSL, DES, 3DES, AES-256 (edge encryption) • The cameras offered must be cyber security certified with STQC /NDAA/UL Cyber security certificate / CERT-In empaneled organization

8.2. Poles for Mounting Cameras

Parameter	Minimum Specifications
Pole Type	Hot-dip galvanized post-fabrication with silver coating ≥ 86 micron as per IS:2629; fabrication per IS:2713 (1980)
Height	Minimum 6 meters or higher as per site and camera requirements
Pole Diameter	Minimum 10 cm; larger diameter for taller poles
Cantilever Length	Minimum 2 meters or more as required for optimal camera placement
Base Plate Size	Minimum 30 cm \times 30 cm \times 1.5 cm
Mounting Facilities	Facilities for mounting cameras, switches, junction boxes
Cable Management	Concealed wiring inside tubes/pipes; no exposed cables
Foundation Depth	Minimum 100 cm proper casting with bolts ensuring vibration stability
Protection	Lightning arrester installed on each pole
Signage	Surveillance warning signage with pole serial number

8.3. Portable Poles (Temporary/Deployment Flexibility)

Parameter	Minimum Specifications
Pole Type	Hot-dip galvanized with silver coating as per IS:2629
Maximum Height	Up to 5 meters with nested height adjustment
Pole Diameter	Minimum 10 cm
Adjustable Base	Legs with grouting capability
Mounting Facilities	For cameras, cantilevers, and junction boxes
Signage	Surveillance warning and pole ID

8.4. Junction Box

Parameter	Minimum Specifications
Size	Appropriately sized for housing field equipment
Cabinet Material	Galvanized Iron (GI) with minimum 1.2 mm thickness
Locks	Dual lockable
Protection	IP66 rated; maintains temperature within operational limits; prevents water/dust ingress
Mounting	Pole-mounted or ground-mounted on concrete base
Form Factor	Rack-mounted or DIN-Rail with rain canopy, cable glands, earthing, and fans/cooling as needed

8.5. Edge Level Managed Switch

Parameter	Minimum Specifications
Type	Industrial managed outdoor switch
Ports	Minimum 8 or 4 10/100/TX PoE/PoE+ ports and 2 SFP ports; higher density at some sites
PoE Standard	IEEE 802.3af/at or better
Protocol Support	IPv4, IPv6, VLAN (802.1Q), DHCP, IGMP, SNMP, Loop protection, STP/RSTP, NTP
Access Control	802.1x, MAC filtering, port security, ACL
PoE Power per Port	Sufficient wattage for connected cameras and analytics devices
Enclosure Rating	IP30 or industrial equivalent
Operating Temperature	0°C to 60°C
Multicast Support	IGMP snooping versions 1, 2, and 3
Management	Console, web GUI, Syslog, SNMP v1/v2/v3
Certifications	UL/EN/IEC or equivalent

8.6. Edge Analytics & Connectivity

Parameter	Minimum Specifications
Processing Module	Cortex-A53 (ARMv8) 64-bit SoC @ 1.4GHz or better, dual-band Wi-Fi (2.4/5 GHz), Bluetooth BLE 4.2
RAM	Minimum 1GB
Router	P2P/or SIM-based industrial 4G/5G router with failover and redundancy
Outdoor Enclosure	Weatherproof rack housing edge analytics devices, controllers, batteries, stabilizers, routers
Power Stabilizer	220V AC stabilizer, working range 90V-290V, 3A capacity
Cabling	Outdoor CAT6 cabling and patch cords
Operating Temp.	Up to 55°C

8.7. Digital Display Board

Category	Min. Specification
Display Size	Approx. 3.0 m (Width) x 2.0 m (Height)
Pixel Pitch	4 mm – 6 mm
Resolution	Approx. 750 (W) x 333 (H) pixels
Brightness	≥ 6,500 nits
Viewing Angle	Horizontal ≥ 140°, Vertical ≥ 120°
Refresh Rate	≥ 1920 Hz
Contrast Ratio	≥ 3000:1
Color Depth	Minimum 16-bit per RGB channel
Brightness Uniformity	≥ 95%
Ingress Protection (IP)	Front: IP65, Rear: IP54
Operating Temperature Range	-20°C to +50°C
Physical Dimensions	3.0 m (W) x 2.0 m (H) x 0.3 m (D)
Weight	80 – 130 kg
Construction	Corrosion-resistant aluminum, front & rear maintenance access
Mounting Type	Monopole or wall mount
Cooling System	Passive cooling or low-noise fans
Protection Features	Anti-glare front panel, UV protection
Input Signal Support	HDMI, DVI, Ethernet (RJ45), USB
Control Interface	Ethernet/LAN for remote management
Content Management	Supports images (JPEG, PNG), videos (MP4, AVI), text, live feeds (API integration)
Network Protocols	TCP/IP, HTTPS
Remote Monitoring	Health & status alerts
Power Supply	220V AC ±10%, 50 Hz
Redundancy	Optional UPS backup
MTBF	≥ 100,000 hours
Warranty	Minimum 3 years onsite

- Material: Corrosion-resistant aluminum alloy or equivalent for cabinet frame
- Modular Design: LED cabinet modules should be easily removable for maintenance without dismantling entire display
- Mounting:
 - Suitable for installation on poles, walls, or rooftop structures at parking lots and AMC locations.
 - Provide robust mounting brackets, clamps, safety locks, and vibration dampeners.
- Ventilation & Cooling: Passive ventilation or silent fans ensuring optimal operating temperatures
- Protection: Anti-glare coating on front panel
- Access: Front and rear access panels for easy maintenance and module replacement
- Control System Interface:
 - Support for PCIe or USB, Ethernet-based control.
 - Remote control capability via LAN/WAN (internet-based remote management).
- Supported Input Signals: HDMI, DVI, VGA, USB, RJ45, Wi-Fi (optional for wireless control)
- Content Management Software:
 - User-friendly software for content scheduling, real-time information display, and remote updates.

- Support for multiple content formats: images (JPEG, PNG), videos (MP4, AVI), text, live feeds (parking status, alerts).
- Network Capability:
 - Support for TCP/IP communication protocol.
 - Multiple display boards can be managed via a centralized control system.
- Real-time Data Integration: Ability to receive live data feeds (e.g., API integration for parking occupancy updates).
- Power Supply:
 - Redundant power supply options for uninterrupted operation.
 - Input voltage: 220 V AC, 50 Hz (as per Indian standards)
- Backup:
 - UPS backup for minimum 15 minutes of operation in case of power failure.

Accessories & Additional Requirements

- Power Cables and Connectors: Suitable length and weatherproof connectors
- Data Cables: Industrial-grade Ethernet cables or fiber optic cables with weatherproof connectors as per site layout
- Protective Enclosure: Optional weatherproof canopy or shelter for the display if installed in exposed areas
- Lightning and Surge Protection: Integrated measures to protect the display and control system
- Installation Hardware: Bolts, nuts, mounting plates, clamps complying with structural and safety standards
- User Manuals & Training: Detailed operation, maintenance manuals, and on-site training for AMC/SCADL personnel
- Warranty: Minimum 3 years onsite comprehensive warranty including parts and labor
- Support: Availability of technical support and spare parts for at least 5 years after installation

8.8. Security and Data Privacy

- All system components shall include protection against viruses, malware, hacking attempts, and unauthorized access.
- Enforce strong security policies including encrypted communication (HTTPS/TLS), user authentication, and regular security audits.
- All AI processing and video storage operations must be performed locally within the AMC jurisdiction; no cloud or external processing/storage outside Ahmedabad is permitted.
- Secure API usage and access controls to protect all parking occupancy and vehicle data, conforming to privacy regulations.

Note: The bidder must ensure full compliance or offer superior specifications with valid technical justifications and evidence.

Technical Specifications for API Sharing

The vendor shall provide a robust and secure API framework enabling real-time and historical data sharing from the Parking Occupancy Monitoring System (POMS) with AMC/SCADL web/mobile

applications and authorized third-party applications (e.g., private TSPs, municipal agencies, service providers). The API framework must comply with the following technical specifications:

- **1. API Types and Data Access**
- **RESTful APIs:** The system shall expose RESTful APIs over HTTPS for ease of integration and wide compatibility.
- **WebSocket API (optional):** For real-time event streaming (e.g., live parking status updates), WebSocket or similar push-based protocols may be supported.
- **Data Types:**
 - Parking occupancy status (real-time availability per zone/slot)
 - Parking duration and historical occupancy data
 - Event logs and incident reports (if applicable)
 - Parking pricing and tariff information (if dynamic pricing is implemented)
 - Parking reservation status (future scope)
 - Device and system health status (for monitoring API clients)
- **2. Authentication and Authorization**
- **OAuth 2.0 / JWT:** APIs shall implement OAuth 2.0 authentication mechanism with JWT tokens to ensure secure and controlled access.
- **Role-Based Access Control (RBAC):** Different API keys or tokens must be issued with scoped permissions based on the user type (AMC internal, SCADL, third-party).
- **Rate Limiting:** To prevent abuse, APIs should support configurable rate limiting (e.g., X requests per second per client).
- **3. Data Format and Protocol**
- **Data Format:** JSON shall be the primary data exchange format. XML support can be provided optionally.
- **Protocol:** APIs shall use HTTPS with TLS 1.2 or higher for all data transmissions.
- **Versioning:** Clear API versioning must be implemented to ensure backward compatibility for existing integrations.
- **4. API Performance and Availability**
- **Latency:** The APIs shall offer low latency responses suitable for real-time parking status updates (where applicable, ≤ 500 ms typical response time).
- **Availability:** APIs shall maintain 99.9% availability, with documented SLAs.
- **Scalability:** APIs should be scalable to handle at least several hundred concurrent clients with potential for future expansion.
- **5. Security and Data Privacy**
- End-to-end encrypted communication (HTTPS with TLS).

- Data access must comply with local data privacy regulations and sensitive information handling policies.
- Audit logging of API access and usage for security and compliance purposes.
- **6. Error Handling**
- Standard HTTP status codes (200, 400, 401, 403, 404, 500, etc.) shall be used to indicate request success or failure.
- Error responses shall include descriptive messages and error codes to aid troubleshooting.
- **7. Developer Support and Documentation**
- Comprehensive API documentation, including endpoint descriptions, request/response examples, authentication workflow, error codes, and usage guidelines shall be provided.
- Sandbox or test environment access for AMC/SCADL developers and authorized third parties.
- Versioned and updated API changelog to notify of additions, deprecations, and changes.
- **8. Integration with AMC/SCADL Platforms**
- APIs shall support seamless integration with AMC's existing web and mobile applications, providing consistent data formats and endpoints.
- Real-time data feed integration through webhook subscriptions or push notifications (future scope).
- Support for multilingual data and Unicode to properly handle local languages.
- **9. Monitoring and SLA Reporting**
- The vendor shall provide monitoring dashboards and periodic API performance and usage reports to AMC/SCADL.
- APIs must support health-check endpoints and status pages for integration monitoring.

9. Warranty

1. All the equipment deployed for the successful running of the project will be under warranty for the entire contract duration including operation and maintenance.
2. Warranty Period is defined as 5 years from the date of issue of work order. The bidder shall be responsible to maintain the system for 5 years which includes onsite repair warranty and comprehensive Annual maintenance.
3. All prices should be inclusive of all required accessories/parts, installation charges and 5 years onsite repair warranty and comprehensive annual maintenance.
4. A comprehensive on-site warranty and support on all goods supplied under this contract shall be provided by the respective Original Equipment Manufacturer (OEM) through Selected Bidder till the end of the Contract.
5. Technical Support shall be provided by the respective OEM till the end of the contract period.
6. The Selected Bidder shall warrant that the goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of Sale / End of Support; and shall be

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

supported by the Selected Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.

7. The Selected Bidder warrants that the goods supplied under this contract shall be of reasonably acceptable grade and quality and consistent with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.
8. The Selected Bidder further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Tenderer's Specifications)
9. The Tenderer shall promptly notify the Selected Bidder in writing of any claims arising under this warranty.
10. Upon receipt of such notice, the Selected Bidder shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Tenderer may have against the Selected Bidder under the Contract.
11. If the Selected Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Tenderer may proceed to take such remedial action as may be necessary, at the Selected Bidder's risk & expense and without prejudice to any other rights which the Tenderer may have against the Selected Bidder under the Contract.
12. The Selected Bidder is required to provide the warranty to Hardware and Software items (including IT, Non-IT/ passive items) forming part of this Project and supplied and installed by the Selected Bidder for entire contract duration. The Warranty Period of different Request Order items shall end at different dates. The Selected Bidder shall not dispute the same in future in any manner. Selected bidder has to ensure up-time and availability of Project all time during the Warranty Period as well by resolving any bug and technical problems with agreed SLA.

10. Manpower

Successful bidder will have to deploy below mentioned minimum manpower for entire contract duration without any additional cost to SCADL.

Designation	Qty	Roles & Responsibilities	Desired Qualification
Project Manager	1	i) Supervise the entire project/resources on regular basis during implementation & O&M Phase and co-ordinate with the authority nominated by AMC/SCADL. ii) Will ensure that everything is getting implemented as per the agreed plan and SLAs. Preparing MIS Reports, etc. iii) Coordination with their field manpower for fault resolution, project implementation, coordination other stakeholders etc.	· BE /B. Tech with M.Tech/MBA with Minimum 8 Years of Experience in large scale ICT/IT/ITES infrastructure projects. Relevant Experience: Minimum 4 Years of experience as a project manager of large-scale IT projects.
Field Coordinator	4	. Act on any critical issues. . Coordinate with various departments and stakeholders for necessary permissions . Should have entire end-end knowledge regarding the parking devices.	. Graduate in Any stream . 4+ years' work experience in similar field.

Note:

- The bidder shall not replace any of the proposed resources during the contract period without prior approval from SCADL.
- All members of project team need as mentioned in above table to be available with BIDDER from start of assignment (i.e., issue of LOI/LOA/Work Order).
- Any change, except for the reasons not in control of the bidder (like resignation by the resource or unavailability of the resource due to valid personal reasons – agreed by SCADL) shall attract penalty of Rs. 50,000/- per event.
- SCADL reserves the right to ask for replacement of the resource on the ground of non-performance by the existing resource.
- In case of replacement if any, The BIDDER will need to replace the resource with same or higher qualification and experience as approved by SCADL/AMC.
- Any replacement profile shall be equal or better in terms of Qualification and Experience and shall be subject to approval from SCADL.
- SI shall provide minimum 2 weeks for hand-over between the existing & replacement resource.
- Depending on the requirement, SCADL may request the deployment of specific resources (as identified in the Financial Bid), with billing for these resources commencing only after mutual agreement between SCADL/AMC and the Bidder."
- The Project manager shall be available for discussion, meeting and working jointly with AMC/SCADL team during implementation and O&M phase.
- The BIDDER will ensure that in the event of change of project resources during the course of the project, prior intimation to the SCADL and suitable knowledge transfer takes place. Also, the replacement of the resource should be of higher or similar skill set, experience level and shall need to be approved by AMC/SCADL.
- Number of manpower required for successful implementation and O & M of the project within SLA are to be deployed by the bidder.

Incident Management System

Selected bidder shall deploy an incident management system to monitor the adherence of SLA for CAPEX and OPEX phase both. It deals with service issues, and with all other service and user requests recorded by a support

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

personnel. It also monitors the completion of requests by the service desk or by all other service units. Finally, Incident Management has the task of informing the service requester on the status of a service request. The selected vendor must follow ITIL/ISO 20000 incident management process for duration of the contract.

Sr.	Processes to be followed to deliver services
1	Every incident and all required data are recorded.
2	Every incident runs through a set of standardized activities and procedures, in order to ensure effective and efficient processing.
3	Every incident is categorized and prioritized regarding its (potential) impact and urgency, in order to schedule its resolution in a business-oriented way.
4	Functional and hierarchical escalation procedures are in place in order to ensure that each incident is investigated by qualified members of staff, either by internal or external experts.

11. Project Deliverables, Timeline and Payment Process

During project the Implementation, bidder shall submit the deliverables within the timelines as mentioned below.

Sr No	Deliverables	Timeline	Payment	Penalty
1	<p>Contract Signing & Submission of PBG To – Date of Issuance of LOI/LOA/Letter of Selection</p>	To + 15 Days	No Payment	INR 1,000 for every day of delay
2	<p>Site Survey, Project Inception, As-Is and Design Phase & Successful Proof of Concept at One Parking Location Conduct site surveys to assess the installation locations and confirm the installation, power, network connectivity options. Prepare the installation sites, including securing necessary permits and permissions.</p> <p>Project Inception Phase:</p> <ul style="list-style-type: none"> - Project Kick-Off and Team Mobilization - Detailed Project Plan - Technical Architecture Inception Report - Project Plan - Technical Architecture Document <p>AS-IS / Requirement Documentation Phase:</p> <ul style="list-style-type: none"> - Detailed Site Survey Report with Coverage Study - Detailed Design of Poles with Cantilever/Gantry (including civil works) - Identification of Video Analytics per Camera - System Requirements Document - Functional Requirements Document <p>Design Phase:</p> <ul style="list-style-type: none"> - Detailed Network Feasibility Report with Coverage Study - Detailed Trenching Plan for Network & Electricity - Proposed Network Architecture Integrating Existing and New Systems - Technical Design Documents 	To + 45 Days	10% of CAPEX	INR 5,000 for every day of delay
3	<p>Successful Supply & Installation of field level devices as per RFP BoQ/WO with required hardware at project site, testing and software integration</p> <ul style="list-style-type: none"> • Detailed application integration architecture • Detailed list of customizations required • System design document • Test cases document for UAT • Installation of complete Application Portfolio 	To + 90 Days	40% of CAPEX	INR 20,000 for every day of delay

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr No	Deliverables	Timeline	Payment	Penalty
	<ul style="list-style-type: none"> • Delivery Challan • Installation reports • System design document • Test cases for UAT • Warranty & AMC documents for active IT components & applications • Integration and commissioning of the components mentioned above with the Surveillance CCC • Operationalization of the entire system with proposed use cases <p><i>Pro-rata and part payments will be allowed for individual locations or in lots, since the locations are spread across city.</i></p> <p>The payment for use cases will be released only after Go-Live of Hardware Components. And the payment will be released on quarterly basis as per the cost submitted by bidder (per use case/year)</p>			
4	<p>Project UAT and Go-Live (T1):</p> <ul style="list-style-type: none"> • Completion of training, handover of all documentation, and formal Go-Live of the project • Training completion report • Go-Live report • User manuals • Detailed plan for monitoring SLAs and overall system performance • Training Plan: Preparation of user manuals, training curriculum, and training materials • Training and Final Commissioning: Delivery of training sessions as per the training plan • Final commissioning of the system <p><i>Pro-rata and part payments will be allowed for individual locations or in lots, since the locations are spread across traffic junctions, bridges, and city entry and exit points.</i></p> <p>The payment for use cases will be released only after Go-Live of Hardware Components. And the payment will be released on quarterly basis as per the cost submitted by bidder (per use case/year)</p>	To + 180 Days	50% of CAPEX	INR 20,000 for every day of delay
	<p>Operation and Maintenance of IT and Non-IT Components:</p> <p>Start of O&M Phase (Post Go-Live – T1) for five (5) years – 20 Quarters</p> <ul style="list-style-type: none"> • SLA and performance monitoring 	T1 + 3 Months	25% of Annual OPEX per	As per the O&M SLA table for performance & Penalty

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Sr No	Deliverables	Timeline	Payment	Penalty
	<ul style="list-style-type: none"> • Logging, tracking, and resolution of issues • Application enhancements • Patch updates • Helpdesk services • Preventive field maintenance • Monthly SLA monitoring report <p><i>Pro-rata and part payments will be allowed for individual locations or in lots, since the locations are spread across traffic junctions, bridges, and city entry and exit points.</i></p> <p>The payment for use cases will be released only after Go-Live of Hardware Components. And the payment will be released on quarterly basis as per the cost submitted by bidder (per use case/year)</p>		quarter of 20 Quarters	

Note for CAPEX:

1. The maximum penalty for the implementation phase will be 20% of work order/repeat work order value. SCADL will have the right to terminate the contract upon total penalty of this section crossing the maximum ceiling.
2. The payment will be made as per the quantities defined in the financial bid of this RFP.

12. Operation and Maintenance and Service Level Agreement & Penalties

Sr. No.	Parameter	Baseline Metric	Penalty Amount (INR)	Measurement Basis
1	Camera Uptime	≥ 95% uptime per quarter	No penalty	System-generated uptime and incident reports
		90% - 95%	₹50,000 per 1% below 95% per quarter	
		< 90%	₹5,00,000 per quarter + escalation	
2	Hardware, Edge Devices other than camera Breakdown Response	Resolution within 24 hrs	No penalty	Incident ticketing system logs
		Resolution 24 - 48 hrs	₹10,000 per incident	
		Resolution beyond 48 hrs	₹25,000 per incident	
3	Software Breakdown Response	Resolution within 4 hrs	No penalty	Monitoring and ticketing system logs
		Resolution beyond 4 hrs	₹1,000 per hour of delay	
4	Manpower Attendance	100% availability	No penalty	Biometric attendance system
		90% - 99% availability	₹1,000 per absent day	
		< 90% availability	₹2,000 per absent day	
5	False Alert Rate (%)	≤ 5%	No penalty	AI analytics and incident reporting system
		> 5% - ≤ 10%	₹50,000 per quarter	
		> 10%	₹1,00,000 per quarter	
6	Detection Accuracy (%)	≥ 90%	No penalty	System logs and periodic audit reports
		80% - < 90%	₹50,000 per quarter	
		< 80%	₹1,00,000 per quarter + escalation	

Notes on False Alert Measurement & Validation:

- False alerts (% false positives) will be calculated as the ratio of incorrect detections to total detections.
- Validation will be conducted through a combination of automated tools and manual review by AMC-appointed auditors on sampled events and video footage.
- Contractor must maintain and share logs and video evidence for all reported alerts to facilitate transparent verification and timely issue resolution.
- SLA penalties apply only when delays or non-compliance are attributable to the SI.
- SI must immediately inform SCADL of any risk or issues impacting delivery or SLA compliance.
- Inspection and supervision rights of AMC/SCADL representatives are reserved at all times.
- Hardware failures on 4+ occasions in a quarter must be addressed by replacement within 10 days.
- Appropriate insurance coverage for hardware assets is mandatory.
- SI shall provide standby equipment as necessary to maintain continuity.
- Service engineers must carry valid ID and secure all necessary clearances for systems access.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

* In case if any consecutive 3 Quarters the average uptime performance is < 97%, it will create base to terminate the contract. SCADL may have rights to initiate the process for contract termination and SCADL/AMC has also rights to recover the amount by deducting % revenue share or part thereof in financial O&M bid.

Note for OPEX:

- a. Maximum O&M penalty is restricted to 20% of the OPEX revenue share of that quarter or part thereof. Non-compliance to SLA beyond the penalty limit defined for OPEX phase may lead to termination of contract on discretion of AMC/SCADL.
- b. For O&M phase AMC/SCADL may add/ delete/ change/ modify the penalty parameters, provided that at thirty days (30) day prior notice shall be given to the bidder before such parameters are applied.
- c. The bidder to raise invoice for O & M every quarter.
- d. Penalties shall be levied only for the reasons attributable to the implementing Bidder. Any risks/ issues foreseen by the implementing Bidder shall be brought to the notice of the SCADL immediately. If no such issues/risks are highlighted by the implementing Selected Bidder, then it is expected that no delays will be there in the implementation schedule.
- e. All works under or in course of execution or executed in pursuance of the contract shall always, be open to the inspection and supervision of AMC/SCADL or appointed representatives.
- f. AMC can increase or decrease manpower on discovered rate in OPEX Financial Bid table B as per requirement.
- g. Non-compliance to SLA beyond the penalty limit defined for CAPEX and/or OPEX for any 3 quarter may lead to forfeit the PBG and may lead to termination of contract.
- h. During the Operation & Management period the implementing bidder is expected to keep the Technology and Performance levels above the specified level. It will be the responsibility of the implementing Selected Bidder to design and code the software to ensure application is measurable in terms of uptime and performance.
- i. All works under or in course of execution or executed in pursuance of the contract shall always, be open to the inspection and supervision of AMC/SCADL or appointed representatives.
- j. If any hardware has hardware failure on four or more occasions in a quarter, it shall be replaced by equivalent new equipment by the vendor at no cost to SCADL within 10 days from the date of last failure. Till the replacement is provided, the original equipment has to be kept in running condition or else a standby provided and all services restored. However, penalties for breakdown as per SLAs defined in the tender will be applicable.

Partial/Full damage to hardware

- a. Hardware installed through this Project would become an important public asset. During the contract period of the Project the BIDDER shall be required to repair / replace any equipment if stolen / damaged/faulty. Appropriate insurance cover must be provided to all the equipment supplied under this project.
- b. In case of Partial/ Full damage or loss of the equipment due to reasons beyond the control like Theft, accident, intentional damage by mishandling, Fire,Flood etc., the BIDDER should be in a position to supply working standby equipment with same configuration or higher with all services restored, as if it is a breakdown.
- c. In such a case the BIDDER will have to make provision for the supply of the new hardware against the lost/ damaged equipment/ component. If the BIDDER does not provide standby equipment, the penalties for breakdown as per SLAs will be imposed.
- d. Service Engineers/ Representatives of BIDDER shall invariably carry their identity cards with them, without which they will not be allowed to access department Systems. Service Engineers of the BIDDER shall have access to the Computer Systems/ Backup Solution only after obtaining clearance from department authorized officials. No component of the System/ data/ log information will be taken out of department premises without clearance from authorized Officials of the department.

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

- e. In the event of damages to field hardware's happening due to public or crowd causing a significant disruption to network uptime, the Procuring Entity/Tenderer reserves the right to give exclusion for that specific period/time for those devices with reference to successful submission of evidence of sites(photo/video/documentations/etc.) by the selected bidder. Such damages may include but is not limited to intentional or accidental actions by the public/crowd or any affiliated parties leading to network infrastructure developed through this RFP especially pingable devices of the network. The Vendor must accept responsibility for ensuring the integrity and security of the network infrastructure during implementation and O&M phase where public or crowd damage is foreseeable. Failure to do so may result to not to consider exclusion in network uptime.

13. Price Bid Format

In case if any consecutive 3 Quarters the average uptime performance is less than the below SLA, it will create base to terminate the contract. SCADL may have rights to initiate the process for contract termination and SCADL/AMC has also rights to recover the amount by deducting % revenue share or part thereof in financial O&M bid.

13.1. Commercial Bid Cover Letter

<<To be printed on letter head of Bidder and signed by Authorized signatory>>

Date: dd/mm/yyyy

To

Chief Executive Officer,

Smart City Ahmedabad Development Limited,

Command and Control Centre,

Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

Subject: RFP - RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City.

Reference: Tender No :< No> Dated<DD/MM/YYYY>

Dear Sir/ Madam,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of “RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City” do hereby propose to provide services as specified in the Bid Document referred above.

PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for entire contract duration.

We hereby confirm that our Tender prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the Bid Document formats.

We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

DEVIATIONS

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

We declare that all the services shall be performed strictly in accordance with the Bid Documents and there are no deviations. Further we agree that additional conditions, if any, found in our bid documents, shall not be given effect to.

QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Bid Document. The bid price at which the contract is awarded shall hold good for entire tenure of the contract. These prices are indicated in the subsequent sub-sections of this Section.

CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the Bid Document.

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,

Yours faithfully,

(Signature of the Authorized Signatory)

Name

Designation

Seal.

Date:

Place:

Business Address:

13.2. General instructions for Commercial Bid

- i. Bidder should provide all prices as per the prescribed format under this Annexure.
- ii. All the prices are to be entered in Indian Rupees (INR) only
- iii. Prices indicated in the schedules shall be inclusive of all taxes, Levies, duties including GST and with excluding GST both.
- iv. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever asked for.
- v. The bidder will have to arrange for storage of the goods at his own cost for storage of any items supplied as part of this scope of work.
- vi. SCADL reserves the right to ask the SI to submit proof of payment against any of the taxes, duties, levies indicated.
- vii. The Unit Rate as mentioned in the following formats may be used for the purpose of 'Change Order' (limited to thirty percent of quantity described in commercial bid) for respective items including license fee, if any. The unit-rates discovered shall be valid for duration for entire contract duration from the date of opening of the financial bid.
- viii. SCADL also intends to utilize various rates obtained through this tender for requirements across various departments. Bidders are requested to factor this potential demand and give the best possible rate to SCADL.
- ix. Line items mentioned in the Commercial Formats are for representation purpose and SI may propose alternate technology / solution (with proper justification). Bidders are required to suitably add line items / merge the cost components depending upon their proposed solution.
- x. No escalations of prices will be considered under any circumstances.
- xi. The bidders may visit the site and obtain additional information at their own cost and responsibility.
- xii. SCADL to scale up and scale down resources based on requirements. Any line items may be removed from the scope based on SCADL's discretion.
- xiii. During the payment stage, SCADL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- xiv. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items. No additional/separate payment shall be made regarding the same.
- xv. For the purpose of evaluation of Commercial Bids, SCADL shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
- xvi. In case of repeat of same item in commercial bid, the least price quoted by bidder shall be considered while placing additional order.
- xvii. The Contract Price shall be firm and not subject to any alteration.
- xviii. The Implementation agency should be deemed to have satisfied itself as to the correctness and sufficiency of the contract price, which shall, except as otherwise provided for in the contract, cover all its obligations under the contract.
- xix. Please note invitation of price discovery rate for future requirements does not imply guarantee of any additional work or any increase in scope. The price discovery rates are being invited to meet any exigency requirements if a need emerges during the period of contract with respect to deployment of additional manpower resources.
- xx. The rate/cost quoted for AMC and price discovery elements would be considered for additional procurement/payment in future.

13.3. Commercial Bid Format

Quantities shown in the tender are approximate and no claim shall be entertained for quantities of work executed being either more or less than those entered in the tender of estimate.

It is **mandatory** that the bidder maintains a **minimum price ratio of 60:40 between CAPEX and OPEX**, respectively, throughout the quoted project cost. Specifically:

- The total **CAPEX cost shall not exceed 60%** of the total project cost quoted by the bidder.
- Failure to maintain this CAPEX:OPEX ratio will be considered a material deviation and **may lead to rejection of the entire proposal**.
- The bidder must clearly specify the CAPEX and OPEX components separately in the financial bid, demonstrating compliance with this ratio.
- Any variations or modifications after bid submission affecting this ratio must be approved by AMC in writing.

CAPITAL EXPENDITURE (CAPEX)

SECTION-1: CAPEX						
A) CAPEX						
Sr. No.	Description	UoM	Quantity	Unit Price (INR, exclusive of GST and taxes)	Total (INR, exclusive of GST and taxes)	Total (INR, inclusive of GST and taxes)
1	IP Camera: (≥4 MP) - AI-enabled Edge Analytics Cameras	Nos.	844			
2	Poles incl. mounting/installation accessories	Nos.	357			
3	External IR	Nos.	357			
4	Junction Box (stabilizers, surge, telemetry)	Nos.	130			
5	Outdoor Industrial 8-port PoE+ switch	Nos.	130			
6	Digital Display Boards (7 m X 3 m) Type-1 (P10)with complete mounting/installation and commissioning on monopole (Only at MLCPs and Off-Street Plots) with all required cabling and required accessories	Nos.	40			
7	Electricity Connection JB with required foundation civil work, meter etc, and required deposit for utility company	Nos.	130			
8	AI Video Analytics Platform with Dashboard as per RFP requirement	Nos.	1			
Sub -Total (A)						
Price Discovery for Dismantling & Reinstallation						
9	Dismantling CCTV Camera incl. accessories	Nos.	50			
10	Reinstalling CCTV Camera incl. accessories	Nos.	50			

RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

11	Dismantling Pole incl. civil, cabling, earthing, transport	Nos.	50			
12	Reinstalling Pole incl. civil, foundation, cabling, earthing	Nos.	50			
13	Dismantling Junction Box (incl. civil)	Nos.	50			
14	Reinstalling Junction Box (incl. civil)	Nos.	50			
15	Dismantling Pole-mount JB	Nos.	10			
16	Reinstalling Pole-mount JB	Nos.	10			
	Sub -Total (B)					
	Total CAPEX (C = A+B)					
B) Operation & Maintenance (OPEX)						
Sr. No.	Description	UoM	Quantity	Unit Price (INR, exclusive of GST and taxes)	Total (INR, exclusive of GST and taxes)	Total (INR, inclusive of GST and taxes)
17	Annual O&M cost for hardware, field devices(IP Camera, poles, JBs, digital display board etc.)	Annual per location	130			
18	Electricity Charges	Annual Per Location	130			
19	VMS base licenses (≥100 concurrent users)	Annual per camera	844			
20	EMS/NMS licenses (≥30 concurrent users)	Annual per camera	844			
21	Parking Occupancy Use Case Licenses - as per RFP scope for use case (Per endpoint, annual) (Per endpoint, annual)	Annual per camera	844			
22	Recurring: P2MP/MPLS 20 Mbps (ARC) - Network Connectivity	Annual per location	30			
23	Cloud Storage for Video Retention (7-day)	Annual Cost	1			
24	O&M Manpower (Field Device Technical Support)	Annual Cost	1			
25	O&M Manpower (Software, ICCS Parking Platform Monitoring & Reporting)	Annual Cost	1			
	Total Annual OPEX					
	Total OPEX for 5 Years					
	Total Estimated Project Cost (CAPEX + OPEX)					

Notes:

- Quantities and prices include typical system integrator margins.
- Power poles quantity is realistic as per project parking space types.

- Edge analytic cameras include required computing and AI capability onboard; no separate routers.
- Display screens limited to MLCP and off-street, not on street.
- All costs assume Indian government tender pricing norms and risk contingency built-in.
- Taxes and statutory duties as applicable will be extra.
- SCADL retains the right for quantity adjustments $\pm 25\%$ at negotiated prices.
- Potential Bidders / System Integrators / OEMs for Selection of Real-Time Parking Space Detection and Monitoring System
- SCADL/AMC reserves its right to award additional quantity of work order +/- 25% of the original quantity (as per state and central govt. guideline) at the same price and terms and conditions quoted in original contract.
- Initially SCADL is planning to release scope of work for 1000 devices however, based on selected bidder's performance and with mutual agreement, SCADL/AMC reserves its rights to award up to 4 no. of additional work order in multiple of 1000 qty. each at the same price and terms & conditions quoted in the original contract. Selected Bidder has to submit separate 5% performance bank guarantee for each additional work order value applicable for entire new contract duration excluding manpower rate discovered in Table B.
- **Performance Bank Guarantee (PBG):** The bidder shall have to submit a Performance Bank Guarantee (PBG) amounting to 10% of the total value of total project cost valid till 6 years from the WO date.

14. Instructions to the Bidders

14.1. Instruction to Bidders

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the Bid Documents carefully.
- Every page of the proposal should necessarily be numbered and signed with seal.
- The bidder should not tamper the templates, and file types. If any additional information should be provided in a separate sheet where required.
- Submission of bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications.
- The response to this Bid Document should be full and complete in all respects. Failure to furnish all information required by the Bid Documents or submission of a proposal not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.
- Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated herein, will be considered for evaluation by SCADL.
- Any past projects where the bidder executed other works in addition to what is asked in Pre-Qualification Criteria in a single order, the bidder should consider only the value of asked project part and highlight only those components.
- RFP document can be downloaded from the web site (n)Procure (<https://www.nprocure.com/>) up to the date and time mentioned in the RFP Notice.

14.2. Purpose of Bid Document

1. The purpose of this tender is to select bidder to RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City. This document provides information to enable the bidders to understand the broad requirements to submit their 'Bids'.
2. In case a bidding firm possesses the requisite experience and capabilities required for undertaking the work, it may participate in the selection process individually in response to this invitation. The term "Bidder" means the Firm.
3. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP.

14.3. Proposal Preparation Cost

1. 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 SCADL to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. The department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
2. This Bid Document does not commit the SCADL 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 SCADL and may be returned at its sole discretion.

14.4. Late Bids

1. The Bids received after the due date and the specified time (including the extended period if any) shall not be entertained. The Bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter. PURCHASER shall not be responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained. PURCHASER reserves the right to modify and amend any of the above-stipulated condition/Criteria depending upon project priorities vis-à-vis urgent commitments.
2. For the online bid submission, it is advised that the Bidder takes all necessary precaution for the same, including submitting the Bid well in advance to avoid any last-minute hassles, ensuring that the names/ formats of the files to be uploaded are as per the e-tendering portal requirements, using the prescribed browser for upload etc. PURCHASER shall not entertain any bids which could not be uploaded or uploaded properly in the portal for whatsoever reasons.

Queries (Online)

A prospective Bidder requiring any clarification on the RFP Document may submit his queries, Bidder email, to the following e-mail id. Email Id for submission of queries: smartcity@ahmedabadcity.gov.in.

The queries should necessarily be submitted in the following format in excel:

Bidders 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: Fax: Email:
S #	RFP Document Reference (Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought
1			

Queries submitted post the above-mentioned deadline or which do not adhere to the above mentioned format may not be considered.

14.5. Amendment of RFP Document

1. At any time before the deadline for submission of bids, the SCADL, 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 amendment.
2. The bidders are advised to visit the, <https://amc.nprocure.com>, www.ahmedabadcity.gov.in on regular basis for checking necessary updates. SCADL also reserves the rights to amend the dates mentioned in this RFP for bid process.
3. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the SCADL may, at its discretion, extend the last date for the receipt of Bids.

14.6. SCADL's rights to terminate the selection process

1. SCADL may terminate the RFP process at any time and without assigning any reason. SCADL makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer by SCADL.
3. The bidder's participation in this process may result in SCADL selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the SCADL to execute a contract or to continue negotiations. SCADL may terminate negotiations at any time without assigning any reason.

14.7. Risk Purchase

1. Purchaser on identifying any material breach of contract by Bidder, shall give Bidder a cure period of 90 days to correct the breach. If Bidder fails to cure the breach in the said time duration and accept its inability to correct, purchaser may terminate the part of the contract that is breached and employ a third party to do the work on behalf of purchaser.
2. Bidder shall not be liable for any compensation for the work executed this way. This procurement from a third party will be done at the Selected Bidder's (who has failed to perform its obligations & thus defaulted) risk, cost and responsibility. Any incremental cost borne by the Tenderer in procuring such Hardware / Services / Deliverables shall be borne by the Selected Bidder (who has failed to perform its obligations & thus defaulted). Any such incremental cost incurred in the procurement of such Hardware / Services / Deliverables from other source will be recovered from the pending due and payable Payments / Security Deposit / Bank Guarantee provided by the Selected Bidder (defaulted bidder) under this scope of this RFP and if the value of the Hardware / Services / Deliverables under risk purchase exceeds the amount of pending payable payments / Security Deposit and / or Bank Guarantee, the same may be recovered, if necessary, by due legal process.
3. Bidder shall execute the balance part of work as agreed under the contract.
4. If the selected bidder fails to perform its obligations (or any part thereof) under this scope of this RFP or if the scope of this RFP is terminated by the Tenderer due to breach of any obligations of the selected bidder under scope of this RFP, the Tenderer reserves the right to procure the same or equivalent Hardware / Services / Deliverables from other sources as per options mentioned below.
 - (a) From L2 / L3 /...Ln bidder (where n is the total number of bids received) with the first bidder out of L2 / L3 /...Ln who agrees to match the price of L1 discovered rate.
 - b) From any other "alternate source". The procurement from "alternate source" shall be done, as far as possible, through Government's procurement guidelines as deemed appropriate by the tenderer.
 - c) Above mentioned procurement will be done at the selected bidder's (who has failed to perform its obligations & thus defaulted) risk, cost and responsibility. Any incremental cost borne by the Tenderer in procuring such Hardware / Services / Deliverables shall be borne by the selected bidder (who has failed to perform its obligations & thus defaulted). Any such incremental cost incurred in the procurement of such Hardware / Services / Deliverables from other source will be recovered from the pending due and payable Payments / Security Deposit / Bank Guarantee provided by the selected bidder (defaulted bidder) under this scope of this RFP and if the value of the Hardware / Services / Deliverables under risk purchase exceeds the amount of pending payable payments / Security Deposit and / or Bank Guarantee, the same may be recovered, if necessary, by due legal process.
 - d) In this case of risk purchase, new identified selected L1 bidder (earlier L2 / L3 /...Ln bidder) or any alternate source will have to submit performance bank guarantee @ 5% of the total value of the work allotted to the bidder.

14.8. Right to reject any proposal

Notwithstanding anything contained in this RFP, SCADL 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.

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

General Rejection criteria:

- i. Conditional Bids - If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process;
- ii. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions;
- iii. Bids received after the prescribed time & date for receipt of bids;
- iv. Bids without signature of person (s) duly authorized on required pages of the bid;
- v. Bids without power of attorney/ board resolution or its certified true copy.
- vi. Technical Rejection criteria
- vii. Bid not sealed and packaged in envelope as asked in RFP;
- viii. Bidders not complying with the Eligibility Criteria given in this Tender
- ix. Technical Bid containing commercial details;
- x. Revelation of Prices in any form or by any reason before opening the Commercial Bid;
- xi. Failure to furnish all information required by the Tender Document or submission of a Bid not substantially responsive to the Tender Document in every respect;
- xii. Bidders not quoting for the complete scope of work as indicated in the Tender Documents, addendum /corrigendum (if any) and any subsequent information given to the Bidder;
- xiii. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents;
- xiv. 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 Tender;
- xv. Attempt by bidders to influence the decision of bid evaluation committee in unlawful manner or proved cause to obstruct the process of fair and transparent bid evaluation by authority.
- xvi. 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.
- xvii. During the bid process, if any information found wrong / manipulated / hidden in the bid.

14.9. Discount

The Bidders are advised not to indicate any separate discount in the Financial Bid. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, shall not be considered for evaluation purpose. However, in the event of such an offer is found to be the lowest without considering the discount, the Purchaser shall avail such discount at the time of award of contract.

14.10. Commercial Rejection Criteria

- i. Incomplete price Bid
- ii. Unreasonably low or unjustified price
- iii. Price Bids that do not conform to the Tender's price bid format;
- iv. Not submitting commercial bid online at <https://amc.nprocure.com>
- v. Total price quoted by the Bidder does not include all statutory taxes and levies applicable;
- vi. 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.
- vii. Misrepresentation/ improper response by the Bidder may lead to the disqualification. If such disqualification / rejection occurs after the Proposals have been opened and the highest ranking Bidder gets disqualified / rejected, then SCADL reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of SCADL, including annulment of the Selection Process.
- viii. Even though the Applicants meet the required criteria, they are subject to be disqualified if Applicant or any of its constituent partner/s, director/s have Made misleading or false representation in the forms, statements, and attachments submitted; or Been debarred or terminated or blacklisted by Central Govt. organization / State Govt. organization / AMC / Any Municipal Corporation / ULBs etc.
If, any of the directors, partners or the proprietor has a criminal history or has been convicted by any court of law for any of the offenses under any Indian laws. If, any criminal proceeding is pending in any court of law in India against any of the directors, partners or a proprietor and if any such proceeding culminates into conviction.

14.11. Bid Fee and Earnest Money Deposit (EMD) and amount

- The bidder should pay non-refundable Bid Fee in favor of “*Smart City Ahmedabad Development Limited*” payable at Ahmedabad, from Nationalized or Scheduled Banks except Co-operative Banks (as approved by Gujarat State Govt. and AMC), payable at Ahmedabad. The Bid fees shall be in the form of a Demand Draft.
- The bidder should also pay bid security Earnest Money Deposit (EMD) in form of Demand Draft or Bank Guarantee in favour of “*Smart City Ahmedabad Development Limited*” (SCADL) payable at Ahmedabad from Nationalized or Scheduled Banks except Co-operative Banks (as approved by Gujarat state govt. and AMC). payable at Ahmedabad. The EMD shall be in the form of DD or BG with validity of 180 days beyond the original validity period for the bid.
 - Bank Name –ICICI Bank
 - Branch – Ahmedabad Branch
 - IFCS –ICIC0000024
 - A/C No. - 002405501096
- No interest will be payable by the SCADL on the Earnest Money Deposit (EMD).
- In case bid is submitted without EMD or Bid fees as mentioned above then SCADL reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- The EMD of unsuccessful Bidders will be returned by the Authority, without any Interest, as promptly as possible on acceptance of the Proposal of the Selected Bidder or when the Authority cancels the Bidding Process.
- 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
- The decision of SCADL regarding forfeiture of the EMD and rejection of bid shall be final & shall not be called upon question under any circumstances.
- The EMD may be forfeited:
 - If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
 - In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time
 - 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.
 - During the bid process, if any information found wrong / manipulated / hidden in the bid.

14.12. Sealing, Marking and Submission of Technical Bid

- a. The price bid must be submitted online only on <https://amc.nprocure.com>. It should not be sent physically, if submitted physically the bid shall be rejected.
- b. No Bidder shall submit more than one Bid for the Project.
- c. Bidders are required to submit their technical in separate sealed envelopes as per instructions given below:
 - The Technical Bid must be sent to SCADL, strictly by Postal Speed Post or Registered Post or in person by the representative of the bidder. Documents received in any other manner or mode (like email) will not be considered.
 - Envelope 1: Tender fee (original DD) & Bid Security/Earnest Money Deposit (EMD) (original DD/BG)
 - Envelope 2: Eligibility documents for Pre-Qualification criterion with all annexures described in RFP
 - Envelope 3: Support documents for Technical Qualification evaluation with all annexures described in RFP
 - Envelope 4: Soft copy of Technical Bid in a Pen Drive
 - All four envelopes should be packaged all together in big envelope with tender number.
 - Each page of the technical bid above should bear the initials of the applicant along with the seal of the Applicant in token of confirmation of having understood the contents. Also, each page of technical proposal should be numbered with a proper index.

Each Bidder shall submit only one proposal containing documents as below.

- i. Original DD/BG of the Bid fee & EMD
- ii. Pre-qualification Criteria related documents
- iii. Each page of the above should bear the initials of the Applicant along with the seal of the Applicant in token of confirmation of having understood the contents.
- iv. Details of EMD & Tender fee shall be submitted in electronic format in a pen drive (by scanning) while uploading the bid. This submission shall mean that EMD & tender fees are received for purpose of opening the bid. Accordingly, offer/ tenders of those bidders whose EMD & tender fee is received electronically, shall be opened. However, for the purpose of realization of EMD and Tender fee, bidder shall send the EMD as well as Tender fee in required format in original through RPAD/ Speed Post/in person so as to reach to registered office of SCADL. Punitive action shall be initiated for non-submission of EMD & Tender fees in original to registered office by bidder including abeyance of registration and cancellation of E-tendering code for one year.
- v. Proposal should be signed by an authorized person of the bidder. It should be submitted along with a certified true copy of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the bidder to the terms and conditions detailed in this proposal.
- vi. The tenders by Corporation/ Companies must be signed with the legal name of the Corporation/ Company by the president/ or by the secretary or other person or persons legally authorized to bind the Corporation/ Company in the matter
- vii. Proposals must be direct, concise, and complete. SCADL will evaluate bidder's proposal based on its clarity and completeness of its response to the requirements of the project as outlined in this RFP.

SCADL reserves the right to accept or reject any or all the proposals without assigning any reason.

- viii. Following documents shall only be submitted in HARD COPY to SCADL, Ahmedabad by all bidders.
- Earnest Money Deposit as mentioned in the tender
 - Tender Fees as mentioned in the tender
 - Affidavit on Non-Judicial Stamp Paper of Rs. 100/-

Note: The EMD and the tender fee details should match the Details of the Original EMD and the Tender Fee DD/BG, Failing which the bid shall be out rightly rejected

The large envelope must be sealed and super scribed containing above documents and shall be sent as under:

Details to be mentioned exactly on sealed envelop

Tender Details	To,
Notice No.:	Chief Executive Officer
Tender Name	Smart City Ahmedabad Development Limited,
Last date of Submission:	Smart City Ahmedabad Development Limited, Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007
	E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

The Bid must be sent strictly by Postal Speed Post or Registered Post AD or in person by the representative of the bidder to SCADL. Documents received in any other manner or mode (like courier, email etc.) will not be considered. SCADL won't be responsible for any postal delays.

SCADL will not accept submission of a proposal in any manner other than that specified in the document. Proposals submitted in any other manner shall be treated as defective, invalid and rejected.

In case bidder needs any clarification or if training required for participating in online tender, they can contact the following office: -

(n) Code solutions – A division GNFC Ltd.

403, GNFC Infotower, Bodakdev, Ahmedabad – 380 054, Gujarat (India)

Tel: +91 26857316/17/18 Fax: + 91 79 26857321

E-mail: nprocure@gnfc.net Web-site: www.nprocure.com

Toll Free: 1800-233-1010 (Ext. 501 & 512)

For further particulars contact above office/ or visit on following websites:

www.nprocure.com ,

www.amc.nprocure.com

14.13. General Instructions

a) Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and SCADL, shall be written in English language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

If any supporting documents submitted are in any language other than English, Notarized copy of the standardisation of the same in English language shall be submitted by the bidder.

b) Concessions permissible under statutes

Bidder, while quoting against this tender, must take cognizance of all concessions permissible, if any, under the statutes and ensure the same is passed on to SCADL, failing which it will have to bear extra cost. In case Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. SCADL will not take responsibility towards this. However, SCADL may provide necessary assistance, wherever possible, in this regard.

c) Bid Validity

The proposal should be valid for acceptance for a minimum period of 180 days from the Bid Opening Date (the "Proposal Validity Period"). If required, Authority may request the bidder to have it extended for a further period. The request and the responses thereto shall be made in writing. A Bidder agreeing to the request will not be required or permitted to modify his Proposal but will be required to extend the validity of EMD for the period of the extension, and in compliance with RFP Clause all respects.

d) Site visit and verification of information

Bidders are encouraged to submit their respective Bids after doing a thorough survey of project site and ascertaining for themselves the site conditions, traffic, location, surroundings, climate, availability of power, water and other utilities for construction, access to site, handling and storage of materials, weather data, applicable laws and regulations, and any other matter considered relevant by them.

It shall be deemed that by submitting a Bid, the Bidder has made a complete and careful examination of the Bidding Documents;

- received all relevant information requested from the Authority
- accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Authority relating to any of the matters;
- satisfied itself about all matters, things and information including matters herein above necessary and required for submitting an informed Bid, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations thereunder;
- acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Authority, or a ground for termination of the Concession Agreement by the Concessionaire
- acknowledged that it does not have a Conflict of Interest; and agreed to be bound by the undertakings provided by it under and in terms hereof.

e) Taxes

The Prices mentioned in the Price Bid should include all applicable taxes & duties as applicable.

GST

GST (Goods & Service Tax) has come in existence from 1st July, 2017. Selected vendor/Successful Bidder is bound to pay any amount GST prescribed by the Govt. of India as per the terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed/recovered separately by SCADL, subject to the submission of Original Receipt/Proof for the amounts actually remitted by the Successful Tendered/Selected vendor to the Competent Authority along with a Certificate from Chartered Accountant of Selected vendor/Successful bidder certifying that the amount of GST paid to the Government and the same shall be intimated/submitted/claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful bidder/selected vendor, failing which, SCADL may recover the amount due, from any other payable dues with SCADL and decision of SCADL shall be final and binding on the Selected vendor/Successful Bidder in this regard. Further the non- payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit/Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Selected vendor/Successful Bidder Only, in no case SCADL shall be liable for the same.

f) Firm Prices and Bid Currency

Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.

g) Right to vary the scope of the work at the time of award

SCADL reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement. If any such change causes an increase or decrease in the cost of, or the time required for the SI's performance of any part of the work under the Agreement, whether changed or not changed by the order, an equitable adjustment (if required) shall be made in the Contract Value or time schedule, or both, and the Agreement shall accordingly be amended. Any claims by the SI for adjustment under this Clause must be asserted within thirty (30) days from the date of the SI's receipt of the SCADL changed order.

h) Modification or Withdrawal of Bids

A Bidder wishing to withdraw its bid shall notify SCADL by e-mail prior to the deadline prescribed for bid submission. A withdrawal notice may also be sent by electronic means such as e-mail, but it must be followed by a signed confirmation copy, postmarked at least one day prior the deadline for submission of bids.

The notice of withdrawal shall:

Be addressed to SCADL at the address named in the bid Data Sheet,

Bear the Contract name, the <Title> and < bid No.>, and the words "bid Withdrawal Notice."

Bid withdrawal notices received after the bid submission deadline shall be ignored, and the submitted bid shall be deemed to be a validly submitted bid.

No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the specified bid validity period. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder's EMD.

i) Work Order/ Purchase Order

For all installations to be carried out in the AMC/SCADL under this contract, the contract will be signed with SCADL and the work order will be issued by the SCADL.

j) Validity Period of the Contract

Upon selection of the bidder and the contract is made, the validity of the Bidder contract period would be valid for 5 Years , unless revoked for whatever reasons. If at any stage during the tenure of the period, it comes to the notice of SCADL, directly or through some other complaint, that the Bidder had misinterpreted the facts or submitted any false information or hidden any information, which could have affected the signing of this agreement with the Bidder, this agreement shall stand terminated immediately under intimation to the Bidder.

The contract would be subjected to review at the end of its validity period for renewal. If any need, necessities for such review during the validity period would be considered by SCADL on its merit.

k) Quantity variation

The quantity mentioned in the Commercial Bid format (Section 7) is only for indicative in nature. The actual quantity depends on the actual site survey conducted by the bidder and after same is approved by SCADL for installations at various locations.

l) Price Variation

During the validity of the contract including the extended period if any, if the Bidder supplied any item included in BoM of this RFP to any other department / organization / individual at a price lower than the price fixed in the contract, the bidder must voluntarily pass on the price difference with immediate effect.

m) Governing Law

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ahmedabad shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.

n) Restriction on Transfer of Agreement

The Bidder shall not assign or transfer its right in any manner whatsoever under this agreement to a third party or enter into any agreement for sub-contracting relating to any subject matter to the agreement to any third party or any sister-concerned firm within a group either in whole or in any part i.e., third party interest shall be created.

Failure to agree with the Terms & Conditions of the Bid Document/ Contract

Failure of the bidder to agree with the Terms & Conditions of the Bid Document/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

Terms and Conditions of the Tender

Bidder is required to refer to the draft Contract Agreement, attached as Annexure-II in this Bid Document, for all the terms and conditions to be adhered by the successful bidder during Project Implementation and Post implementation period.

Please note that one needs to read the Contract Agreement as a whole document; and the Annexure mentioned there-in may not correspond to the Bid Document Annexure. Please refer to the Interpretation Section of the Draft/Master Service Agreement.

o) Liability

Except as provided in this Agreement, hereinabove, neither party shall be liable to other party or any other party by virtue of termination of this Agreement for any reason whatsoever for any claim for loss or profit or on account for any expenditure, investment, leases, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this Agreement.

p) Force Majeure

In the event that any damages to items due to Force Majeure events (such as earthquake, flood, fire, natural calamities, war, act of God) of any kind during Warranty Period and Maintenance Period shall be the liability of SCADL. In such case, SCADL shall request the successful Bidder to repair/replace the damaged unit and reinstall the same. All costs towards the same shall be reimbursed by SCADL to the successful Bidder on mutual understanding.

The Bidder shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the "reasonable" control of the Bidder, not involving the Bidder's fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity.

In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of 30 days, SCADL and the SI shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding anything to the contrary mentioned above, the decision of the SCADL shall be final and binding on the SI.

q) Safety Regulation, Accident and Damage

The Bidder shall be responsible at his own cost in and relative to performance of the work and bidder to observe and to ensure observance by his Sub-selected vendors, agents and servants of the provisions of Safety Code as hereinafter appearing and all fire, Safety and security regulations as may be prescribed by

the Owner from time to time and such other Precautions, measures as shall be necessary and shall employ / deploy all equipment necessary to protect all works, materials, properties, structures, equipment's, installations, communications and facilities whatsoever from damage, loss or other hazard whatsoever (including but not limited to fire and explosion) and shall during construction and other operations minimize the disturbance and inconvenience to the Owner, other bidders, the public and adjoining land and property owners and occupiers, and crops, trees and vegetation and shall indemnify and keep indemnified the One from and against all losses and damages and costs, charges and expenses and penalties, actions, claims, demands and proceedings whatsoever suffered or incurred by or against the Owner, as the case may be, virtue of any loss, alteration, displacement, disturbance or destruction or accident to any works materials, properties, structures, equipments, installations communications and facilities and land and property owners and occupiers and crops, trees and vegetation as aforesaid, with the intent that the Bidder shall be exclusively responsible for any accident, loss, damage, alteration, displacement, disturbance or destruction as aforesaid resultant directly or indirectly from any breach by the Bidder of his obligation aforesaid or upon any operation, act or omission of the bidder his Sub-selected vendor(s) or agent(s) or servant(s).

The Bidder needs to take third party insurance to mitigate any accidental issues claimed by the citizen due to infra developed against this bid. Selected bidder will be solely responsible for any FIR or insurance claimed by citizen to AMC/SCADL and do further end to end processes to support citizen. AMC/SCADL will not pay any amount against it.

The Bidder's liabilities under Clause (a) and otherwise under the Contract shall remain unimpaired notwithstanding the existence of any storage cum erection or other insurance covering any risk, damage, loss or liability for which the Bidder is liable to the Owner in terms of the foregoing Sub-Clause or otherwise and / or in respect of which the Bidder has indemnified the Owner with the intent that notwithstanding the existence of such insurance, the Bidder shall be and remain fully liable for all liabilities and obligations under the contract and indemnified to the Owner, and the Owner shall not be obliged to seek recourse under such policy(ies) in preference to recourse against the Bidder or otherwise to exhaust any other remedy in preference to the remedies available to in under the Contract prior written approval of SSCDL. However, even if the work is sub-contracted / outsourced, the sole responsibility of the work shall lie with the SI. The SI shall be held responsible for any delay/error/non-compliance etc. of its sub-contracted vendor. The details of the sub-contracting agreements (if any) between both the parties would be required to be submitted to SSCDL.

r) Ownership and Licenses

The ownership of all hardware/software developed/customized/ configured/ procured as part of the project and related documentation for the project would always lie with the AMC/SCADL. All licenses for software procured related to project have to be in the name of Ahmedabad Municipal Corporation. The bidder will be required to produce the Licenses/ATS/Warranty and other documents from the respective OEMs clearly mentioning the product name, quantity, duration, type of support, etc. The payment for the respective item will be subject to submission of the aforesaid documents to SCADL

s) Conflict of Interest

A "Conflict of Interest" is any situation that might cause an impartial observer to reasonably question whether Bidder actions are influenced by considerations of your firm's interest at the cost of Government. The Bidder agrees that it shall hold the SCADL's interest paramount, without any consideration for future work, and strictly avoid any Conflict of Interest with other assignments of a similar nature. In the event

the Bidder foresees a Conflict of Interest, the Bidder shall notify SCADL forthwith and seek its approval prior to entering into any arrangement with a third party which is likely to create a Conflict of Interest.

Bidders shall not have a conflict of interest that may affect the Selection Process or the scope (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified.

SCADL requires that the Bidder provides professional, objective, and impartial advice and at all times hold the SCADL's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.

The Bidder shall disclose to SCADL in writing, all actual and potential Conflicts of Interest that exist, arise or may arise (either for the Bidder or its team) during the term of the Agreement as soon as it becomes aware of such a conflict.

t) General Clause related to Any Bidders & OEM from a Country which shares a Land Border with India

- I. Any bidder & OEM from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority (Registration committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)).
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider', or 'OEM' in certain contexts) means any person or firm or company, every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. "Bidder" & "OEM" from a country which shares a land border with India" means:
 - a. An entity incorporated, established or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
- IV. The beneficial owner for the purpose of (iii) above will be as under:
 1. The beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.
 - a. Explanation—
 - b. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
 - c. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
 2. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
 3. Where no natural person is identified under i or ii or iii above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
 4. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

VI. The successful bidder shall not be allowed to sub-contract works to any selected vendor from a country which shares a land border with India unless such selected vendor is registered with the Competent Authority (Registration committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)).

u) Resolution of Dispute

The SCADL and the Bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the SCADL/AMC and the Bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

Governing Law

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ahmedabad shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.

Failure to agree with the Terms & Conditions of the Bid Document/ Contract

Failure of the bidder to agree with the Terms & Conditions of the Bid Document/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the SCADL and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Ahmedabad. Cost of arbitration shall be borne by each party proportionately. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. The provisions of this clause shall survive termination of this Agreement.

14.14. Performance Bank Guarantee

- a. The successful bidder shall at his own expense, deposit with department, within 15 days of the notification of award (done through issuance of the Purchase Order/Letter of Acceptance/Letter of Inten/Work order), an unconditional and irrevocable Performance Bank Guarantee (PBG) from Nationalized or Scheduled Banks (approved by Gujarat State Govt. and AMC) except Co-operative Banks in favour of “CEO, Smart City Ahmedabad Development Limited” for the due performance and fulfilment of the contract by the bidder covering the period of contract and 180 days beyond the contract period.
 - The successful bidder will submit an amount equivalent of 5% of the total CAPEX of Financial Bid as mentioned in Table -A . All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
 - The Performance Bank Guarantee may be discharged/ returned by department 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 or receive frequent complaints from Citizens, SCADL would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of SCADL under the Contract in the matter, the proceeds of the PBG shall be payable to SCADL as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. SCADL shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
 - SCADL shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- b. The Performance Bank Guarantee letter format can be found in the Annexure of this document.
- c. Under this contract, wherever the selected vendor is required to submit F.D.R., bank guarantee, etc. against payment towards any deposit or advance e.g. EMD, SD, etc. Such F.D.R, bank guarantees, etc. shall be produced from any one of the approved bank as defined in Annexure-. During the contract period if the bank from which the PBG is submitted is removed from the list of approved bank, the selected bidder shall be required to replace the PBG and submit the PBG from the approved bank. The notification in this regard will be given to the selected bidder by AMC/SCADL and the same must be complied within 21 days of such notification.
- d. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended/renewed by the successful agency/bidder. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non-deposit of PBG within the stipulated time shall render the award of contract invalid at the discretion of SCADL.

14.15. Termination of Contract

Termination of Contract SCADL may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of 30 days stating the reason for default to the SI and as it deems fit, terminate the contract either in whole or in part in the following ways.

- Termination by Default: for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non-adherence to time schedule.
- Termination for Convenience: SCADL by written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for SCADL's convenience, the extent to which performance of the SI under the Contract is terminated, and the date upon which such termination becomes effective.
- Termination for Non-Performance: If the SI fails to deliver any or all of the project requirements / operationalization / go-live / performance parameters (PERFORMANCE STANDARDS) of the project within the time frame specified in the contract; or
If the SI fails to perform any other obligation(s) under the contract.
- Termination for Insolvency/NCLT proceedings: The Department may at any time terminate the contract by giving written notice to the bidder(s), if the bidder(s) becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the bidder(s), provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to

the Department. Bidder agrees to handover all requisite data in terms of code, documents, etc. along with requisite to the office of the SCADL identified team in this case.

Prior to providing a notice of termination to the SI, SCADL shall provide the SI with a written notice of 30 days instructing the SI to cure any breach/ default of the Contract, if SCADL is of the view that the breach may be rectified.

On failure of the SI to rectify such breach within 30 days, SCADL may terminate the contract by providing a written notice of 30 days to the SI, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SCADL. In such event the SI shall be liable for penalty/liquidated damages imposed by the SCADL. The performance Guarantee shall be forfeited by the SCADL.

14.16. Consequences of Termination

- In the event of termination of this contract, SCADL is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the SI shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to SCADL and/ or succeeding vendor, as may be required, to take over the obligations of the SI in relation to the execution / continued execution of the requirements of this contract.
- In the event of termination of this contract, SCADL shall have ownership over entire volume of delivered & installed software and hardware irrespective payment made to successful bidder.
- In the event of the SI being unable to service the contract for whatever reason, SCADL would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of department under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- SCADL shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement
- All plans, drawings, specifications, designs, reports, other documents prepared by the Vendor and materials for which part delivery payment is made in the execution of the contract shall become and remain the property of SCADL/ AMC and before termination or expiration of this contract the SI shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to SCADL/ AMC.

14.17. Exit Management

- a) This sets out the provisions, which will apply on expiry or termination of the Master Service Agreement, the Project Implementation, Operation and Management SLA.
- b) In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether and if so during what period, the provisions of this Schedule shall apply.
- c) The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

1. Cooperation and provision of Information

During the exit management period:

- a) The SI will allow the purchaser or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the purchaser to assess the existing services being delivered.
 - b) Promptly on reasonable request by the purchaser, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the System integrator or sub-contractors appointed by the SI). The purchaser shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit the purchaser or its nominated agencies to have reasonable access to its employees and facilities, to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.
2. Confidential Information, Security and data
- a) The SI will promptly on the commencement of the exit management period supply to the purchaser or its nominated agency the following:
 - Information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services;
 - Documentation relating to Intellectual Property Rights;
 - Documentation relating to sub-contractors;
 - All current and updated data as is reasonably required for purposes of purchaser or its nominated agencies transitioning the services to its Replacement *SI* in a readily available format nominated by the purchaser, its nominated agency;
 - All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable purchaser or its nominated agencies, or its Replacement *SI* to carry out due diligence in order to transition the provision of the Services to purchaser or its nominated agencies, or its Replacement *System integrator* (as the case may be).
 - b) Before the expiry of the exit management period, the SI shall deliver to the purchaser or its nominated agency all new or up-dated materials from the categories set out in schedule above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for archival purposes only.
3. Transfer of certain Agreements
- a) On request by the purchaser or its nominated agency the *SI* shall effect such assignments, transfers, licenses and sub-licenses purchaser, or its Replacement *SI* in relation to any equipment lease, maintenance or service provision agreement between *SI* and third-party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the purchaser or its nominated agency or its Replacement *SI*.
4. General obligations of the SI
- a) The SI shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the purchaser or its nominated agency or its Replacement *SI* and which the SI has in its possession or control at any time during the exit management period.
 - b) For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, or sub-contractor is deemed to be in the possession or control of the SI.

- c) The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.
5. Exit Management Plan
- a) The SI shall provide the purchaser or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
- A detailed program of the transfer process that could be used in conjunction with a Replacement SI including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - Plans for the communication with such of the SI's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the purchaser's operations as a result of undertaking the transfer;
 - (If applicable) proposed arrangements for the segregation of the SI's networks from the networks employed by purchaser and identification of specific security tasks necessary at termination;
 - Plans for provision of contingent support to purchaser, and Replacement SI for a reasonable period after transfer.
- b) The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- c) Each Exit Management Plan shall be presented by the SI to and approved by the Purchaser or its nominated agencies.
- d) The terms of payment as stated in the Terms of Payment Schedule include the costs of the SI complying with its obligations under this Schedule.
- e) In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
- f) During the exit management period, the SI shall use its best efforts to deliver the services.
- g) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
- h) This Exit Management plan shall be furnished in writing to the purchaser or its nominated agencies within 90 days from the Effective Date of this Agreement.

14.18. Completeness of the RFP Response

Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of their proposal.

14.19. Naming Convention for files

The bidders need to strictly follow the below mentioned File Nomenclature rules while uploading the documents in the bidding portal. For documents mentioned under Eligibility Criteria, the file naming should be Eligibility Criteria_ [Document _Name] For example:

- Eligibility Criteria_ Copy_of_Certification_of_Incorporation

- Eligibility_Criteria_PAN_Card
- Eligibility_Criteria_GST Registration
- Eligibility_Criteria_Financial_Statement_Turnover
- Eligibility_Criteria_Financial_Statement_Networth
- Eligibility_Criteria_OEM_PO Copy
- Eligibility_Criteria_OEM_Undertaking Letter
- Eligibility_Criteria_Self_Declaration_Blacklisting

For the documents in Annexures, the file naming should be: Anx_ [S.no of Annexure] _ [Annexure Name]

For example:

- Anx_I_CoverLetter
- Anx_II_Bidder Information Sheet

In case of any large file (exceeding 3MB) which need to be split in two parts or more, the naming should be:

- Anx_I_CoverLetter _Part_1
- Anx_I_CoverLetter _Part_2

For any other file not covered under this, should be named appropriately as per its contents. All files should be in pdf formats and should not be password protected or encrypted. The files should not be zipped. Any other format of the file other than pdf shall not be considered as part of the submitted bid.

14.20. Severance

In the event any provision of this Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.

14.21. Compliance of laws

1. SI shall perform their duties in strict compliance with all applicable laws in India along with rules & regulations of the duly constituted Government authorities in India and shall obtain all licenses and necessary approvals, if any, required by laws in India in connection with the services to be rendered hereunder.
2. SI shall be responsible for monitoring of data traffic from users w.r.to unlawful activities.

14.22. Indemnity

1. The SI shall indemnify and defend SCADL and its representatives & employees and hold SCADL, its representatives, employees harmless from:

- a) Damages and losses caused by its negligent or intentional act or omission or any damages and losses caused by the negligent act of any third party or sub-contractor or agency engaged by the SI;
- b) Damages and losses resulting from the non-compliance with the established obligations; Third Party claim against SCADL or its nominated agency that any Deliverables/Services/Equipment provided by the SI infringes a copyright, trade secret, patents or other intellectual property rights of any third party in which case the SI shall defend such claim at its expense and shall pay any costs or damages that may be finally awarded against SCADL or its nominated agency.
- c) Any environmental damages caused by SI and/or its representatives or employees or employees of any third party or sub-contractor or agency engaged by the SI.
- d) Breach (either directly by SI or through its representatives and/or employees) of any representation and guarantee declared herein by SI;
- e) Any and all claims, actions, suits, proceedings, taxes, duties, levies, costs, expenses, damages and liabilities, including attorneys' fees, arising out of, connected with, or resulting from or arising in connections with the services provided due to neglect, omission or intentional act.

15. Annexures

15.1. Checklist for Technical Qualification Document

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

S.No.	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.) of Proposal
1.	Bid Processing Fee (DD) as per RFP		
2.	Bid Security EMD (DD/BG) as per RFP		
3.	Technical Proposal Packaged in Envelope with Pen Drive as per RFP		
4.	Power of attorney / board resolution to the authorized Signatory of the RFP		
5.	Copy of Certificate of Incorporation/Registration certificate/ Shop & Establishment Certificate		
6.	Copy of Audited Balance Sheet and Profit and loss statement for last three financial years Bidder		
7.	Supporting Documents like Rent Agreement/ Electricity Bill / Self-Declaration on Company's Letter head to be submitted for Local Office in Ahmedabad. OR Undertaking from authorized signatory to open the local office within 45 days from issuance of LOI to be submitted – Bidder		
8.	Copy of GST registration – Bidder		
9.	Copy of PAN registration – Bidder		
10.	PQ-5 -MAF		
11.	PQ-7 – Self declaration from Bidder & OEM		
12.	TQ 1: Bid Covering Letter		
13.	TQ 2: Particulars of the Bidders		
14.	TQ 3: Details of Annual Turnover for last three financial years		
15.	TQ 4: Certificate from the Statutory auditor / CA clearly specifying the annual turnover for the specified years		
16.	TQ 5: Declaration letter that the firm is not blacklisted by Central Government or any State Government organization / PSU/ SPV/		

S.No.	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.) of Proposal
	etc. in India at the time of submission of the Bid, in the format given in the RFP		
17.	TQ 6: Affidavit on Non-judicial Rs 100 stamp paper		
18.	TQ 7: Details of the similar projects executed		
19.	TQ 8: Solution Design		
20.	TQ 9: Curriculum Vitae (CV) of Project Team		
21.	TQ 10: Format for Authorization Letters from OEMs		
22.	TQ 11: Format for Bid Security EMD		
23.	Make & Model of all Hardware & Software components		
24.	Compliance to Technical Specifications as mentioned in the RFP on OEM's Letterhead.		
25.	Bill of Material without prices		
26.	Datasheets highlighting the Functional and Technical Specification parameters in each datasheet for compliances		
27.	Self-declaration by the Bidder duly signed and stamped by the authorized signatory - Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons		
28.	Self-declaration by the Bidder duly signed and stamped by the authorized signatory - Not have their directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified.		

Note:

All technical bid document(s)/ details should be duly sealed & signed as required.

In case of the deviation in the authorization letter by the manufacturer & forwarding letter; the price bid of such bidder will not be opened.

Any conditional mention regarding any technical details or prices in any document(s)/ forwarding letter; price bid of such bidder will not be opened.

15.2. PQ-5 : MAF

Manufacturer's Authorization Format (MAF) From OEM

Ref:

Date:

To

.....,

.....,

.....,

Subject: Manufacturer Authorization Letter for RFP No.

Sir,

We, <OEM Name> having our registered office at <OEM address>, hereinafter referred to as OEM are an established manufacturer of the following items quoted by <Bidder Name> having their registered office at <Bidder address>, hereinafter referred to as Bidder.

Item – 1 : _____

We <OEM Name> authorize <Bidder's name> to quote our above-mentioned product for above mentioned tender.

We confirm that we have understood the delivery & installation timelines defined in the tender. We confirm that we have worked out all necessary logistics and pricing agreement with <Bidder name>, and there won't be any delay in delivery, installation and support due to any delay from our side. Our full support is extended in all respects for supply, warranty, and maintenance of our products. We also ensure to provide the required spares and service support as pre-purchased for the supplied equipment for a period of 6 years for the supplied equipment and may get extend for more 2 years as per tender terms. In case of any difficulties in logging complaint at bidder end, user shall have option to log complaint at our call support Centre.

We hereby declare that the proposed product complies with all the specifications defined and desired in this RFP and subsequent corrigenda.

If any product is declared end of sale, we shall proactively ensure that a suitable equivalent or higher roll over product is offered through the existing bidder <(Bidder)> to SCADL/AMC for due approval, contract, and order executions thereafter without any additional cost to the SCADL/AMC.

Thanking You

For <OEM/ Manufacturer name>

< (Authorized Signatory)>

Name:

Designation:

Contact Details:

Seal of the Company

NOTE:

- *The letter should be submitted on the letter head of the manufacturer / OEM and should be signed by the authorized signatory.*

15.3. PQ-7: Self Certification by Bidder and OEM

(This shall be provided on Rs.300/- non-Judicial stamp paper.)

Date: DD/MM/YYYY

Tender Ref No.

To,

<<<Client Name & Address>>

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder and OEM>>.

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that <<Name of Bidder and OEM>> is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that <<Name of Bidder and OEM>> fulfills all requirements in this regard and eligible to be considered. [Where applicable, evidence of valid registration by Competent Authority shall be attached.]

If given information is found to be false, this would be ground for immediate termination and further legal action in accordance with law.

Authorized Signatory:

Name:

Designation:

Name of the Bidder/OEM:

Address:

Company Seal:

15.4. TQ_1: Technical Bid Cover Letter

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To

Chief Executive Officer,

Smart City Ahmedabad Development Limited,

Command and Control Centre,

Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

Subject: RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

Reference: Tender No :<No> Dated<DD/MM/YYYY>

Dear Sir/ Madam,

Having examined the Bid Document (and the clarification / corrigendum issued thereafter, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the Bid Document for the "RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City.

We attach hereto our responses to Technical-Qualification & Commercial proposals as required by the Bid Document. 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 to SCADL 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 SCADL in its shortlisting 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 dismissed 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 Bid Document (& subsequent clarification / corrigendum, if any) document and also agree to abide by this tender response for a period of 180

days from the Bid Opening date. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the Bid Document.

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

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax:

E-mail address :

15.5. TQ_2: Bidder Information Format

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

To whomsoever it may concern,

Please find below the details of bidder for participation in Selection of Bidder for RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City

#	Particulars	Bidder
1	Name of the organization	
2	Type of Organization (Pvt. Ltd/ Public Limited)	
3	Address of Registered office	
4	Company Registration Details	
5	Date of Registration	
6	PAN	
7	GST	
8	Number of years of operations in India	
9	Authorized Signatory Name	
10	Authorized Signatory Designation	
11	Authorized Signatory Contact Details	
12	Authorized Signatory email ID	

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax:

E-mail address :

15.6. TQ_3: Bidders Annual turnover over in last 3 financial years

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To

Chief Executive Officer,

Smart City Ahmedabad Development Limited,

Command and Control Centre,

Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

Subject: RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City.

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document Selection of Bidder for RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Development, Operation, and Management of AI based parking occupancy monitoring in Ahmedabad City.

I hereby declare that below are the details regarding Overall turnover over last 3 financial years for our organization

#	Details	FY 2020-21 (i)	FY 2021-22 (ii)	FY 2022-23 (or provisional for FY 2023-24)	Average Turnover [(i)+(ii)+(iii)/3]
1	Annual Turnover- Bidder				

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
---------	----------------------	-------------------

Name		
Title		
Company Address		
Mobile		
Fax		
Email Id		

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

15.7. TQ_4: Auditor's/CA Certificate for turnover for bidder

Date: dd/mm/yyyy

To

Chief Executive Officer,

Smart City Ahmedabad Development Limited,

Command and Control Centre,

Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

This is to certify that the Annual Turnover as per books and records of _____ for the following financial years are as under.

#	Financial Year Ending	Annual Turnover (INR)
1.	31st March, 2023	
2.	31st March, 2024	
3.	31st March, 2025	
	Average Turnover	

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

Signature of Auditor (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

15.8. TQ_5: Self-Declaration – No Blacklisting

<<To be printed on company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To

Chief Executive Officer,

Smart City Ahmedabad Development Limited,

Command and Control Centre,

Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

Sir/Madam,

In response to the Tender Ref. No. _____ dated _____ for RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City, as an owner/ OEM / partner/ Director of _____, I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/ Urban Local Body (ULB) /Smart City (SPV)/ Supreme Court of India / Any government agency in India as on the date of bid submission.

We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt and fraudulent practices by any State/ Central Government/ PSU during last five years, from date of this bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Name of the Bidder :

Authorized Signatory :

Seal of the Organization :

Business Address :

Date :

Place :

15.9. TQ_ : Self-Declaration – Not be insolvent

<<To be printed on company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To
Chief Executive Officer,
Smart City Ahmedabad Development Limited,
Command and Control Centre,
Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007
E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com
Sir/Madam,

In response to the Tender Ref. No. _____ dated _____ for RFP
for

_____, as an owner/ partner/ Director of _____, I/ We hereby
declare that presently our Company/ firm _____ is having unblemished record
and is not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered
by a court or a judicial officer, not have its business activities suspended and must not be the subject
of legal proceedings for any of the foregoing reasons either indefinitely or for a particular period of
time by any State/ Central Government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken,
my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Name of the SI :
Authorized Signatory :
Seal of the Organization :
Business Address :
Date :
Place :

15.10. TQ_: Self-Declaration – Not Convicted of any criminal offence

<<To be printed on company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To,
Municipal Commissioner, Ahmedabad
Municipal Corporation, Sardar Patel
Bhavan, Danapith,
Ahmedabad – 380001

Sir/Madam,

In response to the Tender Ref. No. _____ dated _____ for RFP for _____, as an owner/ partner/ Director of _____, I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and does not have our directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified. either indefinitely or for a particular period of time by any State/ Central Government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Name of the SI :
Authorized Signatory :
Seal of the Organization :
Business Address :
Date :
Place :

15.11. TQ: Self- Declaration – Land Border

(This shall be provided on Rs.300/- Non-Judicial stamp paper.)

Date: DD/MM/YYYY

Tender Ref No.

To

Chief Executive Officer,

Smart City Ahmedabad Development Limited,

Command and Control Centre,

Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder and OEM>>.

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that <<Name of Bidder and OEM>> is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that <<Name of Bidder and OEM>> fulfills all requirements in this regard and eligible to be considered. [Where applicable, evidence of valid registration by Competent Authority shall be attached.]

If given information is found to be false, this would be ground for immediate termination and further legal action in accordance with law.

Authorized Signatory:

Name:

Designation:

Name of the Bidder and OEM:

Address:

Company Seal:

15.12. TQ_6: Affidavit

(The affidavit format as indicated below to be furnished on non-judicial stamp paper of Rs: 100 and duly notarized)

Name of work: RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City.

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our firm M/s nor our OEM have abandoned any work in India nor any contract awarded to us for such works has been rescinded during last five years, from the date of this bid submission.
3. The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the SCADL to verify our statements or our competence and general reputation.
4. The undersigned understands and agreed that further qualifying information may be requested, and agrees to furnish any such information at the request of the SCADL.
5. The SCADL and its authorized representative are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Affidavit will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by you to verify statements and information provided in the tender or with regard to the resources, experience and competence of the Applicant.
6. My/ our offer shall not be considered in case of fake/ forged document(s) found during verification at any stage or at any stage of contract. I/ We are agreed to whatever action (s) taken by competent authority of corporation in the aforesaid circumstances such as forfeiture of security deposit and debarring from participation in future tenders for the period/ years as deemed fit by the corporation and informing the same to all other state/ central level Government/ semi government organizations.

Signed by the Authorized Signatory of the firm

Title of the office: _____

Name of the firm: _____

Date: _____

15.13. TQ_7: Details of experience

Date: dd/mm/yyyy

To

To

Chief Executive Officer,

Smart City Ahmedabad Development Limited,

Command and Control Centre,

Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com.

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City.

”.

I hereby declare that below are the details regarding relevant work that has been taken up by our company.

Assignment Name:	
Location:	Approx. Value of Services:
Name of Client:	Duration of assignment (months):
Client Contact Person, Title/Designation, Tel. No./Address:	Total No. of Beneficiary from the system:
Start date (month/year):	Total No of client end users:
Completion date (month/year):	No. of professional staff-months provided by your firm/organization for the proposed Solution:
Description of Project:	
Description of Actual Services provided:	
Mandatory Supporting Documents:	

Assignment Name:	
Work order / Contract for the project/ Purchase Order	
Client Certificate giving present status of the project and view of the quality of services by the Bidder	

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

15.14. TQ_8: Solution Design

S.No.	Chapters of Technical Proposal	Description
Chapter 1: About Bidder		
1.1		
1.2		
1.3		
1.4		
1.5		
1.6		
Chapter 2: Understanding of Scope of Work and Approach of Bidder for Implementation		
2.1		
2.2		
2.3		
2.4		
2.5		
2.6		
2.7		
2.8		
2.9		
2.10		
2.11		
2.12		
Chapter 3: Approach & Methodology for Deliverables		
3.1		
3.2		
3.3		
3.4		
3.5		
3.6		

3.7		
3.8		
3.9		
3.10		
3.11		
3.12		
Chapter 4: Expectation of Bidder from Authority		
Chapter 5: Annexures		

15.15. TQ_9: Curriculum Vitae (CV) of Project Team

S.No.	Details	Response
1	Proposed Position & Skill Set	
2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Membership of Professional Associations / Societies	
7	Summary of key Training and Certifications	
8	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
9	Language Proficiency	(Read/Write/Speak) - (Excellent/Good/Fair)
10	Number of years of experience	
11	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]	From [Year]: _____ To [Year]: _____ Employer: Positions held:
12	Detailed Tasks Assigned [List all tasks to be performed under this assignment]	
13	Highlights of assignments handled and significant accomplishments. [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 12.]	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

SIGNATURE:

DATE OF SIGNING: Day Month Year

15.16. TQ 10: Format for Authorization Letters from OEMs

<<To be printed on letter head of OEM and signed by Authorized signatory of OEM>>

Date: dd/mm/yyyy

To

Chief Executive Officer,

Smart City Ahmedabad Development Limited,

Command and Control Centre,

Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

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

Subject: Authorization of <company name of Bidder> to Supply and Provide Services of our Products/ Equipment/ Solution for RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City.

Sir,

1. This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the Products/ Equipment/ Solution listed below.
2. I/We confirm that <name of Bidder> have due authorization from us to supply our Products/ Equipment/ Solution and provide services to PURCHASER, for our Products/ Equipment/ Solutions listed below as per Request for Proposal (tender) document relating to Selection of Master System Integrator (MSI) for RFP RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City We further endorse the warranty and contracting terms provided by bidder to PURCHASER.
3. I/We also undertake that we will provide support to PURCHASER in quality of deliverables and in ensuring that the solution is implemented in the best of ways by exploiting all the capabilities offered by the solution, to meet the requirements of PURCHASER.
4. We herewith certify that the Products/ Equipment/ Solutions quoted by us are not end of the life and we hereby undertake to support this Products/ Equipment/ Solutions for the contract duration of min 6 years from the date of Submission of the Bid).

Sr. No.	Name of Products/ Equipment/ Solution as per RFP	Proposed Products/ Equipment/ Solution with brand, model & part number	OEM warranty	Remarks

CC: Bidder's corporate name

Yours faithfully,

(Signature of the Authorized Signatory

from OEM)

Name

Designation

Seal.

Date:

Place:

Business Address:

(Signature of the Authorized Signatory

Bidder)

Name

Designation

Seal.

Date:

Place:

Business Address:

15.17. TQ 11: Bank Guarantee format for EMD

FORMAT OF THE UNCONDITIONAL AND IRREVOCABLE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

In consideration of the (*Insert name of the Bidder*) submitting the Bid *inter alia*

For RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City, for meeting the terms and conditions in response to the RFP DOCUMENT----- dated ----- issued by **Smart City Ahmedabad Development Limited** (“SCADL”), and SCADL agreeing to consider the Bid of [*Insert the name of the Bidder*] in accordance with the terms of the E-BID DOCUMENT, the (Insert name and address of the bank issuing the Bid Bond, and address of the head office) (Here in after referred to as “Guarantor Bank”) hereby agrees unequivocally, irrevocably and unconditionally to pay to SCADL or its authorized representative at [*Insert Name of the Place from the address of SCADL*] forthwith on demand in writing from SCADL or any representative authorized by it in this behalf an amount not exceeding Rupeeson behalf of M/s.[*Insert name of the Bidder*].

This guarantee shall be valid and binding on the Guarantor Bank up to and including (*Insert date of validity of Earnest Money Deposit in accordance with the terms of reference of the E-BID DOCUMENT*) and shall not be terminable by notice or any change in the constitution of the Guarantor Bank or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between concerned parties.

Our liability under this Guarantee is restricted to Rupees (Rs... ..).

SCADL or its authorized representative shall be entitled to invoke this Guarantee until [*Insert Date, which is six months after the date in the preceding sentence*]. The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand from SCADL or its authorized representative, made in any format, raised at the above mentioned address of the Guarantor Bank, in order to make the said payment to SCADL or its authorized representative.

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection, disputes, or disparities raised by the Bidder or any other person. The Guarantor Bank shall not require SCADL or its authorized representative to justify the invocation of this

BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against SCADL or its authorized representative in respect of any payment made hereunder.

This BANK GUARANTEE shall be payable at Ahmedabad.

This BANK GUARANTEE shall be interpreted in accordance with the laws of India and the courts at shall have exclusive jurisdiction.

The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring, liquidation, winding up, dissolution or any other change in the constitution of the Guarantor Bank.

This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly, SCADL or its authorized representative shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against the Bidder, to make any claim against or any demand on the Bidder or to give any notice to the Bidder to enforce any security held by SCADL or its authorized representative or to exercise, levy or enforce any distress, diligence or other process against the Bidder.

The Guarantor Bank hereby agrees and acknowledges that SCADL shall have a right to invoke this Bank Guarantee either in part or in full, as it may deem fit.

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rupees -----and it shall remain in force until [Date to be inserted on the basis of *Terms of Reference of the E-BID DOCUMENT*], with an additional claim period of 6 (six) months thereafter. We are liable to pay the guaranteed amount or any part thereof under this BANK GUARANTEE only ifSCADL or its authorized representative serves upon us a written claim or demand.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on thisday of at

Witness:

Signature	Signature
Name	Name
Address	Address

Designation with Bank Stamp Signature	Designation with Bank Stamp Signature
---------------------------------------	---------------------------------------

Name and address

Attorney as per power of attorney No.

For:..... [Insert Name of the Bank]

Banker's Stamp and Full Address:

Dated this day of 2024.

Note: The Stamp Paper should be in the name of the Executing Bank

15.18. Format for Performance Bank Guarantee

<< To be printed on Rs. 100/- Stamp Paper >>

IN CONSIDERATION OF Through

SCADL, Ahmedabad (Smart City Ahmedabad Development Limited) RFP - Selection of Implementation Agency for Supply, Installation, Operation & Maintenance of AI based Video Analytics Platform for Real-Time Parking Space Detection and Monitoring System in Ahmedabad City. (hereinafter referred to as the "said work") on the terms and conditions of the AGREEMENT dated theday of 2024 executed between SCADL on the one part and the Company (Name of the Company) on the other part (hereinafter referred to as "the said AGREEMENT") and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of Offer, true and complete copies of the offer submitted by the Company, the said Acceptance of Offer and the said AGREEMENT are annexed hereto.

The Company has agreed to furnish SCADL in Guarantee of the Nationalized Bank for the sum of Rs (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms covenants and conditions of the said AGREEMENT. We..... Bank Registered in India under Act and having one of our Local Head Office at..... do hereby guarantee to SCADL in Department.

1. Due performance and observances by the Company of the terms covenants and conditions on the part of the Company contained in the said AGREEMENT, AND
2. Due and punctual payment by the Company to SCADL of all sum of money, losses, damages, costs, charges, penalties and expenses that may become due or payable to SCADL by or from the Company by reason of or in consequence of any breach, non-performance or default on the part of the Company of the terms covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to SCADL on demand without delay demur the said sum of Rs. (Rupees only) together with interest thereon at the rate prescribed under from the date of demand till payment or such lesser sum, as may be demanded by SCADL from us as and by way of indemnity on account of any loss or damage caused to or suffered by SCADL by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to SCADL thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

- a) The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of SCADL are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till SCADL certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.

- b) We shall not be discharged or released from liability under this Guarantee by reason of
 - a. any change in the Constitution of the Bank or
 - b. any arrangement entered into between SCADL and the Company with or without our consent;
 - c. any forbearance or indulgence shown to the Company,
 - d. any variation in the terms, covenants or conditions contained in the said AGREEMENT;
 - e. any time given to the Company, OR
 - f. any other conditions or circumstances under which in a law a surety would be discharged.
- c) Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees Only).
- d) We shall not revoke this guarantee during its currency except with the previous consent of SCADL in department in writing;
- e) Provided always that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees..... only) and shall remain in force until SCADL certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.
- f) Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to SCADL under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions contained in the said AGREEMENT by the Company, the Bank shall pay to SCADL demand without any demur, such sum as may be demanded, not exceeding Rs..... (Rupees.....) and that the Bank will indemnify and keep SCADL indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of SCADL that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of SCADL as regards the Agreement due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.
- g) SCADL shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of SCADL or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all suretyship and other rights which it might otherwise be entitled to enforce.
- h) That the absence of powers on the part of the Company or SCADL to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity

i) The Guarantor agrees and declares that for enforcing this Guarantee by..... against it, the Courts at Ahmedabad only shall have exclusive jurisdiction and the Guarantor hereby submits to the same

1.....

2.....

Being respectively the Director of the Company, who in token thereof, has hereto set his respective hands in the presence of –

1.....

2.....