

Request for Proposal

for

“RFP - Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City”

RFP Notification No: SCADL_RFP_26-27_3

Issued By:
Smart City Ahmedabad Development Limited

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1. DISCLAIMER

The information contained in this Request For Proposal (“RFP”) whether subsequently provided to the service providers, (“service provider/System Integrators”) verbally or in documentary form by Smart City Ahmedabad Development Limited (henceforth referred to as “SCADL” in this document) or any of its employees or advisors, is provided to service provider 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 service providers or any other person with information to assist the formulation of their operational plan. This RFP includes statements, which reflect various assumptions and assessments arrived at by SCADL in relation to this scope. This RFP document does not purport to contain all the information each service provider may require. This RFP document may not be appropriate for all persons, 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 service provider. The assumptions, assessments, statements and information contained in the RFP documents, may not be complete, accurate, adequate or correct. Each service provider 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 RFP document to the service provider 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 service provider 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 service provider or to appoint the selected operator (as defined hereinafter), for implementation and SCADL reserves the right to reject all or any of the service provider or proposals without assigning any reason whatsoever. The service provider shall bear all its costs associated with or relating to the preparation and submission of its RFP proposal 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 service provider and SCADL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a service provider in preparation for submission of the RFP proposal, regardless of the conduct or outcome of the selection process.

2. Notice Inviting Proposal and Necessary Instruction

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

1.	Scope of Work	Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors 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. 15,00,000 /- (Rs. Fifteen 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 - All Nationalized banks including the public sector banks - IDBI Ltd. - Private sector banks - AXIS Bank, ICICI Bank and HDFC Bank Format for EMD is provided in Annexure 3. PBG/SD will 5% of contract value.
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	3 years of Operation & Maintenance period + Implementation Period
6.	Bid validity days	180 days from the last date of submission of bids
7.	Issue of Tender	The tender can be downloaded from below websites. 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 12/08/2026 up to time 16:00 pm
9.	Pre-Bid	Pre-bid will be held on 12/08/2026 at 13:00 at Smart City Ahmedabad Development Limited, Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar kendra, Paldi, Ahmedabad-380007

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10.	Proposal due date (last date & time of Tender submission)	Tender should be submitted before 27/08/2026 at 16:00. Bidder shall upload their bids on https://www.nprocure.com/
11.	Submission (in Hard Copy)	Hard copy should be submitted before 27/08/2026 at 16:00 Complete duly signed RFP & proposal in sealed envelope with relevant details may be submitted to reach at following address: 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 27/08/2026 at 18:00 pm in the presence of bidders' representatives. Qualified bidders would be subsequently informed later about the date, time for price bid opening.
13.	Contact person (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

3. Introduction and background

Ahmedabad is one among forefront in implementation of smart initiatives for urban development projects. Under Smart City Mission Ahmedabad has implemented several new projects namely, Integrated Transport Management System (ITMS), City Surveillance project, e-Challan, Smart Anganwadi, Smart Public Toilet, Digital Payment and establishment of Integrated City Command and Control Centre with several e-Governance projects.

As per the GoI guidelines, Ahmedabad Municipal Corporation (AMC) has formed a Special Purpose Vehicle (SPV) as Smart City Ahmedabad Development Limited (SCADL) for the implementation of projects under the smart city mission. SCADL executes the task of project design, tender preparation, bid process management, selection and on-boarding of implementation agency. SCADL work closely with user departments from AMC and other government departments in implementation and operationalization of various smart city projects.

Ahmedabad was selected among the first 20 Smart Cities in India under the Smart Cities Mission of the Ministry of Housing and Urban Affairs considering the proposals submitted by the Ahmedabad Municipal corporation. A Special Purpose Vehicle (SPV) was formed in 2016 under the mission guidelines and was named as Smart City Ahmedabad Development Limited (SCADL). It carries the end-to-end responsibility for vendor selection, implementation, and operationalization of various Smart City Projects.

The objective was to promote sustainable and inclusive cities that provide core infrastructure and give a decent quality of life to its citizens, a clean and sustainable environment and application of Solutions. Most of the ICT initiatives proposed and implemented by Ahmedabad city have been identified with a predominant objective to improve public safety and surveillance, traffic management, public services quality, emergency response and real time tracking of municipal services.

All data generated under the project shall exclusively belong to AMC/SCADL

3.1. About Installation of Outdoor Air Quality Monitoring Sensors

Ahmedabad, a major hub for trade, commerce, industries, pharmaceuticals, and educational institutions, is experiencing rapid urban growth. This growth has led to an increase in population and associated day-to-day activities, resulting in higher emissions and deterioration of air quality. Recognizing this challenge, the Central Pollution Control Board (CPCB) has classified Ahmedabad as a Non-Attainment City. Under the National Clean Air Programme (NCAP) and 15th Finance Commission (15th FC), Ahmedabad Municipal Corporation is actively implementing measures to reduce air pollution and improve the quality of life for its citizens. The city's air quality management efforts are primarily focused on reducing PM₁₀ concentrations, which are the dominant pollutant of concern.

Currently, Ahmedabad's air quality monitoring network includes 24 Ambient Air Quality Monitoring Stations (AAQMS), including 10 Continuous Ambient Air Quality Monitoring Stations (CAAQMS) and 14 manual stations operated by the Gujarat Pollution Control Board (GPCB). In addition, AMC

has installed 50 environmental sensors at ward offices to capture air quality information. Considering the need for additional air quality monitoring across various areas of Ahmedabad, it is proposed that SCADL install 100 outdoor Air Quality Monitoring sensors.

3.2. Objective of RFP

Smart City Ahmedabad Development Limited (SCADL) is inviting proposals from interested bidders for the Supply, Installation, Testing, and Commissioning (SITC), as well as the Operation and Maintenance (O&M) of 100 outdoor Air Quality Monitoring sensors in Ahmedabad City.

4. Scope of Work

The selected bidder is responsible for supply, installation, commissioning and operation & maintenance of 100 outdoor air quality monitoring sensors. The bidder must do all the following:

1. Supply 100 air quality monitoring sensors with all required hardware, software, solar battery backup, and data connectivity through GPRS/GSM/4G/TCP-IP.
2. Install sensors at 100 locations in Ahmedabad as decided by SCADL.
3. Test and commission all sensors before going live.
4. Provide real-time data through a dashboard accessible to SCADL and AMC personnel 24/7.
5. Provide data analytics showing air pollution levels across the city, hotspot areas, and pollution sources.
6. Store all air quality data and prepare daily and monthly reports for SCADL and AMC.
7. Operate and maintain all 100 sensors for 3 years and fix any breakdown or complaint within 24 hours.
8. Supply SIM cards, GPRS/GSM modems, TCP-IP connectivity and manage all data charges. This is the bidder's cost.
9. Arrange AC power supply and power distribution boards for all sensors in coordination with SCADL.
10. Supply, install and commission mounting structures (poles, frames, fixtures) at each location as needed.
11. Supply and install solar power backup if SCADL asks for it.
12. Relocate or shift any sensor during the 3-year period if SCADL asks.
13. Calibrate sensors every month. Bidder must integrate calibration into the software system for automatic calibration.
14. Do pre-deployment calibration by comparing each sensor with GPCB/CPCB approved reference station for at least 15 days before installation. Submit independent third-party evaluation report to AMC.
15. The report must include: Coefficient of determination (R^2), Slope, Intercept, Root Mean Square Error (RMSE), Normalized RMSE. Minimum 360 data points (15 days hourly data). Report must describe testing method, location, reference instrument, calibration, data quality and QA procedures.
16. AMC has the right to ask for independent third-party evaluation of sensors through approved laboratory or technical agency. Bidder must provide all sensors, technical support, data and documents needed.

17. The dashboard must automatically detect if sensor data is drifting away from the nearest GPCB/CPCB reference station. Dashboard must send automatic alerts when deviation exceeds limits set by AMC.
18. Any sensor with unacceptable drift or deviation must be recalibrated, repaired or replaced by the bidder at no extra cost to AMC within the time decided.
19. Provide operation manuals for each sensor set.
20. Provide intensive training to officials appointed by SCADL for operating and maintaining the system.
21. Do all civil work needed (supply, erection, commissioning) for non-IT infrastructure like poles, frames, fixtures, housing with proper electrical earthing as per IS-3043.
22. All equipment and entire installation is guaranteed for 3 years against performance, defects, analysers, spare parts, hardware, software, workmanship and material. Equipment found defective during 3 years must be repaired or replaced free of cost to SCADL's satisfaction. Warranty can be extended for 2 more years by mutual agreement.
23. All analyzers and sensors must be from internationally known brands.
24. All equipment and materials must be designed, manufactured and tested as per latest Indian Standards (IS) or British Standards (BS).
25. Respond to and fix any breakdown or complaint reported by SCADL within 24 hours. If not fixed in 24 hours, bidder pays penalty of Rs. 5,000 per day for each day of delay. This applies to both CAPEX and OPEX period.
26. If SLA (Service Level Agreement) is not followed, penalty up to 10% will be applied or as decided by SCADL.
27. Must follow 99% SLA criteria (system available 99% of the time).
28. Bidder is responsible for sensor calibration and calibration frequency.
29. All cables, cable trays and erection hardware within project scope is the bidder's supply.
30. Bidder will handle reinstallation, relocation or shifting of sensors during 3-year O&M period.

5. Eligibility criteria

The Bidder must possess the requisite experience, strength and capabilities in providing services necessary to meet the requirements as described in the RFP document. Keeping in view of the work involved, following criteria are prescribed as the Bidder's Eligibility criteria for the Bidder interested in undertaking the project. The Bidder must also possess technical know-how and financial ability that would be required to successfully provide System Integration, Operation and Maintenance services sought by AMC/SCADL for the entire contract duration. The bids must be complete in all respects and should cover entire scope of work as stipulated in the bid document. This invitation to bid is open to all Bidders who qualify the eligibility criteria given below in section 6.1.

5.1. Eligibility Pre-Qualification Criteria

Following will be the minimum qualification criteria. Each eligible service provider should possess all the following qualification criteria. Responses not meeting the minimum qualification criteria will be rejected.

#	Description	Pre-Qualification Criteria	Proof Document Required
1.	Legal Entity	(i) The bidder should be an Indian firm and should be registered under the Companies Act (ii) The bidder should have a registered number of, GST, Income Tax / Pan number (iii) The bidder should be in operation in India for a period of minimum 5 years in outdoor air quality monitoring and manufacturing of outdoor Air Quality Monitoring Sensors as on publication of bid	• Certificate of Incorporation / Registration Certificate • Copy of PAN card • Copy of GST registration
2.	Financial Capability	The bidder should have minimum average annual turnover of INR 5 crores from outdoor Air Quality Monitoring Sensors sensor manufacturing or selling or installation based business in last three financial years	• Copy of the audited profit and loss financial statements • Certificate from the statutory auditor / CA clearly specifying the average annual turnover for the specified years from outdoor Air Quality Monitoring Sensors manufacturing or selling or installation. Any turnover from the group company or other business than outdoor air quality sensors shall be excluded. Refer format given in Annexure 1 • The Original / Notarized copy of the certificate should be submitted.

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#	Description	Pre-Qualification Criteria	Proof Document Required
3.	Financial Capability II	The Bidder must have positive net worth as on date and should be profit-making in last three (3) financial years	• Certificate from the Statutory Auditor on net worth (i.e. i.e. FY 2022-23 and FY 2023-24, FY 2024-25)
4.	Bidder's Experience	The Bidder should have installed at least 1,000 outdoor air quality sensors since inception of the company for Private or Semi-Government or Govt. clients (ULB/State Govt. / Central Govt. / PSU) The Bidder should have installed at least 100 outdoor air quality sensors in last 1 year for Private or Semi-Government or Govt. clients (ULB/State Govt. / Central Govt. / PSU) The Bidder should have installed outdoor air quality sensors of value not less than 2 Crore as a single contract in last 1 year from the date of issuance of this RFP for Private or Semi-Government or Govt. clients (ULB/State Govt. / Central Govt. / PSU) Note: Ongoing projects shall not be considered for the purpose of evaluation. The value of the project should be comprising of the installation or selling and monitoring of outdoor Air Quality Monitoring sensors component only. If the WO comprises of multiple activities, then bidder will have to provide necessary supporting documents to prove the required experience.	• Copy of completion certificate issued by client • Copy of Work order clearly highlighting scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria. • In case of Non-disclosure Agreement with client, the bidder is required to submit the undertaking on non-judicial stamp of Rs 300/- shall be provided clearly mentioning scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria. • Copy of contract agreement with client. • Project Citation along with required details on Bidder's letterhead

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#	Description	Pre-Qualification Criteria	Proof Document Required
5.	Mandatory Undertaking	The bidder should: 1. Should not have been blacklisted or debarred by any Central Government / Any State Government / Smart City SPV / PSU/ Supreme Court of India/Any Government Agency in India as on the date of bid submission. 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. 3. 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.	Declaration letter by bidder as per the format given in the RFP document Annexure 2. Self-declaration by the Bidder, duly signed by the authorized signatory on non-judicial stamp paper of INR 300. Note: Original or Notarized copy of self- declaration should be submitted.
6.	Bidder's office	The bidder should have a Permanent Office in Gujarat or should be set up in 30 days from the award of Work Order	Copies of any two of the followings: Property Tax/ Electricity/ Telephone Bill/ VAT/ CST Registration / Lease agreement. Or Undertaking to open Office in Gujarat
7.		The Bidder should submit valid letter from the OEM - confirming the following: OEM shall ensure that all equipment / components / sub-components being supplied by them shall be supported for entire contract period. If the same is de-supported by	Authorization Letter/MAF from OEM whose product are being quoted by the bidder on company's letter head signed by authorized signatory

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#	Description	Pre-Qualification Criteria	Proof Document Required
	OEM Partnership	the OEM for any reason whatsoever, the bidder shall replace it with an equivalent or better substitute that is acceptable to Tenderer without any additional cost to the Tenderer and without impacting the performance of the solution in any manner whatsoever.	
8.	Land Border	The bidder and OEMs is 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.	The Performa for undertaking is enclosed with bid Format in Annexure 5. The lead bidder & consortium member is required to submit the undertaking on non-judicial stamp of Rs 300/- for all quoted product and for OEM on their company letter head

Note – 1:

1. 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. The Pre-qualification proposal should be submitted in hard copy with soft version (searchable copy) stored in pen drive.
2. For all cited projects under Bidder's experience criteria; the Bidders shall have to submit work order with complete BoQ, contract agreement, completion certificate, proof for O&M as documentary evidence against each of the project. Sub-contracted projects by Bidder will not be considered for the purpose of the evaluation.
3. SCADL reserves the right to check/validate the authenticity of the information provided in the Pre-qualification and Technical evaluation criteria.
4. The bidder needs to provide contact detail (email & phone number) of senior official from client.
5. SCADL may invite each Bidder to make a presentation on their proposal. Further, authorities may request written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents.
6. In case of conditional bid or major deviations from the RFP requirements, SCADL may at its discretion reject the respective bid and will not be considered for further evaluation process.
7. The Bidder is requested to submit a notarized copy of all the documentary evidence.

5.2. Technical Evaluation Criteria

For technical evaluation, all the pre-qualified Bidder/s would be required to fulfil criteria(s) set forth in this section: Technical Qualification Criteria are as follows:

In case of consortium, all the Technical Evaluation criteria will be evaluated for the Lead bidder.

Sr. No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines		Documentary Evidence
1.	Financial capability	The bidder should have minimum average annual turnover of INR 5 crores from outdoor Air Quality Monitoring Sensors manufacturing or selling or installation based business in last three financial years	15	Average annual Turnover of last 3 financial year >=5 crores & <= 10 crores >10 & <=15 crores >15 Crores	Marks 5 Marks 10 Marks 15 Marks	- Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial - Certificate from the statutory auditor / CA clearly specifying the average annual turnover for the specified years from outdoor air quality sensors business only.
2	Experience of Bidder (I)	The Bidder should have installed at least 1,000 outdoor air quality sensors since inception of the company for Private or Semi-Government or Govt. clients (ULB/State Govt. / Central Govt. / PSU) Note: Ongoing projects shall not be considered for the purpose of evaluation. The value of the project should be comprised of the	15	Outdoor Air Quality Sensors >=1000 & <= 3000 >3000 & <=5000 >5000	Marks 5 Marks 10 Marks 15 Marks	Copy of work order or completion certificate with self-declaration on total installed outdoor air quality sensors only since inception of the company/ firm.

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Sr. No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines		Documentary Evidence
		manufacturing or installation or selling of outdoor air quality sensors				
3	Experience of Bidder (II)	The Bidder should have installed at least 100 outdoor air quality sensors in last 1 year for Private or Semi-Government or Govt. clients (ULB/State Govt. / Central Govt. / PSU) Note: Ongoing projects shall not be considered for the purpose of evaluation. The value of the project should be comprised of the manufacturing or installation or selling of outdoor air quality sensors	15	Outdoor Air Quality Sensors	Marks	Copy of work order or completion certificate with self-declaration on total installed outdoor air quality sensors only in last 1 year.
				>=100 & <= 300	5 Marks	
				>300 & <=500	10 Marks	
				>500	15 Marks	
4	Experience of Bidder (III)	The Bidder should have installed outdoor air quality sensors of value not less than 2 Crore as a single contract in last 1 year from the date of issuance of this RFP for Private or Semi-Government or Govt. clients (ULB/State Govt. / Central Govt. / PSU) Note:	15	Value of Outdoor air quality sensors	Marks	Copy of work order or contract agreement or completion certificate
				>2 & <=3 Crores	5 Marks	
				>3 & <=4 Crores	10 Marks	
				>4 Crores	15 Marks	

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Sr. No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines	Documentary Evidence
		Ongoing projects shall not be considered for the purpose of evaluation. The value of the project should be comprised of the manufacturing or installation or selling of outdoor air quality sensors			
5.	Availability of Inhouse Co-location Calibration System Mechanism	The Bidder shall have in-house calibration set up with applicable lab standard ISO	15	Bidder with applicable ISO grade lab standard in-house co-location calibration system setup will get 10 marks	Proof of ownership for in-house calibration set up with applicable lab standard ISO certification
6.	Proof of Concept (PoC) / Demonstration	The bidder shall demonstrate the proposed solution before the Technical Evaluation Committee covering live dashboard, visualization capabilities, air quality monitoring features, sensor health monitoring, alerts, reporting modules, analytics and user interaction capabilities. The objective is to assess ease of use, functionality and understanding of project requirements.	15	Committee will evaluate and grade the solution as per the quality and ease of using the solution, how interactive and user-friendly the dashboards are and how the data is being represented in a useful manner.	Live Demonstration / PoC and supporting material as applicable.

Sr. No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines	Documentary Evidence
7.	Technical Presentation & Project Approach	Bidder shall present understanding of the project, implementation plan, deployment methodology, calibration strategy and project approach.	10	Excellent understanding and presentation – 10 Marks. Good understanding and presentation – 7 Marks. Satisfactory understanding and presentation – 4 Marks. Unsatisfactory / Not Presented – 0 Marks.	Presentation before Evaluation Committee and supporting documents.

Note:

1. Participation in PoC/Demonstration shall be mandatory. Non-participation may lead to rejection of the bid
2. All the supporting documents should be in English language only however, if in case client document is in other language, Bidder must submit a notarized copy of translated document in English language.
3. Minimum qualification mark for Technical Evaluation shall be 70 Marks out of 100. Only bidders securing 70 Marks or above shall be considered technically qualified and eligible for Commercial Evaluation.
4. 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 reason(s) pertaining to the bid evaluation.

6. Bid Evaluation Process

6.1. 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.

6.2. 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 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.
- vii. Minimum qualifying technical score shall be 70 Marks out of 100. Only such SIs who get an Overall Technical score of more than 70 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.
- viii. Technical bids of the SIs qualifying in the Pre- Qualification Criteria will be opened and will also be invited for doing the technical presentation.

6.3. Stage 3: Final Evaluation

- i. The Commercial Bids of only those bidders who have successfully qualified in the Technical Evaluation Stage shall be opened.
- ii. Only bidders securing a minimum technical score of **70 marks out of 100** shall be considered technically qualified.
- iii. Among the technically qualified bidders, the bidder quoting the **Lowest Total Commercial Cost (L1)** shall be considered as best evaluated Bid.
- iv. The Total Commercial Cost shall comprise the Total CAPEX and Total OPEX quoted by the bidder as per the Financial Bid.

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.

Evaluation Methodology

Stage	Criteria
Stage 1	Pre-Qualification Evaluation
Stage 2	Technical Evaluation (Minimum 70 Marks Required)
Stage 3	Commercial Evaluation
Award	Lowest Evaluated Bidder (L1) amongst Technically Qualified Bidders

- i. 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.
- ii. The bidder must be careful while filling the price bid at nProcure the quoted CAPEX cost shall not be more than 70% of total project cost. Non-compliance to this clause may lead to disqualification.
- iii. 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

- iv. All the technically qualified SIs will be notified to participate in Financial Bid opening process.
- v. 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.
- vi. Financial Bids that are not as per the format provided in the RFP shall be liable for rejection.
- vii. 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.
- viii. Further, AMC shall be entitled to deduct tax at source, or any other taxes/ cess as may be applicable.
- ix. The Commercial Bids of only the technically qualified bidders will be opened for evaluation.
- x. The bidder achieving the highest score (ST) will be invited for negotiations to award the contract.
- xi. 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

7. Functional Specifications

7.1. Dashboard and Data Visualization

The bidder should provide a centralized, web-based dashboard (cloud-based or on-premise) that allows real-time monitoring and visualization of air quality data from all 100 sensors. The dashboard must be accessible 24/7 to authorized SCADL and AMC personnel through internet-connected devices (computers, tablets, mobile phones).

The dashboard shall display all 100 sensor locations on an interactive map of Ahmedabad with color-coded indicators showing current pollution levels at each location. Green indicates good air quality, yellow indicates moderate, orange indicates poor, and red indicates severe pollution levels. Users shall be able to click on any sensor location to view detailed real-time data for all measured parameters (PM₁, PM_{2.5}, PM₁₀, NO₂, SO₂, CO, O₃, temperature, humidity).

Key dashboard features:

- a) Real-time monitoring display of all 100 sensor locations on Ahmedabad map showing pollution hotspots and safe zones
- b) Customizable alerts that notify users when pollution levels exceed specified thresholds for any parameter
- c) Multi-user access with login credentials valid 24/7 for SCADL and AMC authorized personnel
- d) Support for English and Hindi languages for all dashboard menus and reports
- e) Mobile-responsive interface accessible on smartphones, tablets, and desktop computers
- f) Historical data trending showing pollution patterns over days, weeks, and months
- g) Comparative analysis between different sensor locations and time periods
- h) Export functionality to download data in PDF, Excel, and CSV formats
- i) User role-based access control with three levels: Admin (full access), Operator (data view and report generation), Viewer (read-only access)
- j) Automatic data refresh and update every 2 minutes showing latest sensor readings

The dashboard interface shall be intuitive and user-friendly, requiring minimal training for SCADL staff to operate effectively. All dashboard features shall be available during standard business hours as well as 24/7 for emergency monitoring.

7.2. Data Storage and Backup

The bidder is responsible for secure storage of all air quality data collected from 100 sensors throughout the contract period. All data must be backed up regularly to prevent loss and ensure business continuity.

All data, reports, dashboards, metadata, analytics, configurations and information generated under this project shall be the sole property of SCADL/AMC. The bidder shall not use, publish, disclose, monetize or share the data with any third party without prior written approval from SCADL.

Data storage requirements:

- a) Store minimum 3 years of historical air quality data from all sensors in queryable format
- b) Implement automatic daily backups with retention for minimum 30 days
- c) Apply data encryption using AES-256 standard for data stored on servers and transmitted over networks
- d) Maintain data availability of 99.5% uptime measured on monthly basis (maximum 3.6 hours downtime per month)
- e) Disaster recovery plan with Recovery Time Objective (RTO) of maximum 24 hours and Recovery Point Objective (RPO) of maximum 1 hour

- f) Backup stored at geographically different location, minimum 100 km away from primary data center if feasible
- g) Automated backup verification and integrity checks performed weekly
- h) Access logs maintained for all data access and user activities

The bidder shall conduct annual disaster recovery drills to test backup restoration procedures. Results of these drills must be shared with SCADL. In case of data loss or corruption, the bidder must notify SCADL immediately and restore data from backups within 24 hours.

7.3.API and Third-Party Integration

The bidder shall provide a RESTful Application Programming Interface (API) that allows SCADL, AMC, and other authorized third parties to access air quality data programmatically. This enables integration with existing government systems and mobile applications for public awareness.

API specifications:

- a) RESTful API architecture with OAuth 2.0 authentication for secure access
- b) Seamless integration capability with existing SCADL and AMC information systems
- c) Support for standard data formats including JSON, XML, and CSV
- d) Complete and up-to-date API documentation with sample code snippets in multiple programming languages
- e) Capability to handle minimum 10,000 API requests per day from authorized users and applications
- f) Sandbox (test) environment available for developers to test integrations before going live
- g) Rate limiting and throttling policies to prevent system abuse
- h) Version control and backward compatibility for API changes
- i) Technical support for API integration issues

The API shall include endpoints for retrieving real-time data, historical data, sensor metadata, and alert information. Response times for API calls must be under 2 seconds for 95% of requests. The bidder must maintain API uptime of 99% and provide status page showing API health and performance metrics.

The bidder shall implement industry standard cyber security controls including secure user authentication, role-based access control, audit logs, password policies, encrypted communication (HTTPS/TLS), vulnerability management and periodic security patch updates for the complete contract duration.

7.4.Sensor Management Portal

The bidder shall provide a dedicated sensor management portal where SCADL/AMC administrators can manage all operational aspects of the 100 sensors deployed across the city.

Sensor management features include:

- a) Sensor provisioning and deprovisioning - Add new sensors, remove old sensors, and manage sensor lifecycle in the system
- b) Real-time sensor health monitoring showing battery status, connectivity status, last data transmission time, calibration status, and any error codes
- c) Remote configuration capabilities allowing administrators to change data logging intervals, alert thresholds, and sensor parameters from dashboard
- d) Firmware over-the-air (OTA) update capability to push software updates to all sensors simultaneously without physical access

- e) Sensor replacement tracking and maintenance history for each sensor including repair dates, replacement dates, and actions taken
- f) Location management allowing updates to sensor GPS coordinates if sensors are relocated during the contract period
- g) Performance metrics dashboard showing individual sensor performance compared to reference standards

Administrators can view detailed information for each sensor including installation date, last maintenance date, total uptime percentage, data quality score, and any recurring issues. Alert notifications shall be generated automatically when sensor performance degrades or maintenance is due.

7.5. Reporting and Analytics

The bidder should generate automated reports on air quality data and trends for SCADL and AMC decision-making and public information.

Reporting and analytics capabilities:

- a) Automated daily air quality reports sent to SCADL and AMC at 9:00 AM each day summarizing previous day's air quality data for all 100 sensors
- b) Weekly summary reports (every Monday) comparing weekly averages with previous weeks and identifying pollution trends
- c) Monthly detailed reports with comprehensive analysis, pollution source identification, recommendations for mitigation measures, and comparison with CPCB standards
- d) Custom report builder allowing SCADL to generate ad-hoc reports for specific time periods, locations, or parameters
- e) Hotspot identification analysis automatically identifying areas with consistently high pollution levels
- f) Potential pollution source analysis using data patterns to identify suspected sources of pollution (traffic, industrial, construction, etc.)
- g) Comparative analysis comparing air quality in different zones of Ahmedabad and identifying worst-affected areas
- h) Air Quality Index (AQI) calculation and categorization (Good, Satisfactory, Moderately Polluted, Poor, Very Poor, Severe)

All reports shall include visual representations (charts, graphs, maps) for easy understanding. Reports must be available in both English and Hindi languages. Data shall be presented with appropriate statistical analysis showing mean, median, minimum, maximum, and standard deviation values for each parameter.

8. Technical Specifications

8.1. PM Sensors (Particulate Matter Measurement)

The bidder shall supply outdoor air quality monitoring sensors capable of measuring four size fractions of particulate matter (PM). All PM sensors must use laser-based light scattering technology (Multi Array Optical Particle Counter Sensors - OPC) as the measurement principle.

Particulate matter (PM) is solid and liquid particles suspended in air. PM₁₀ is particles with diameter 10 micrometers or less, PM_{2.5} is particles with diameter 2.5 micrometers or less. Measurement of all four PM fractions (PM₁, PM_{2.5}, PM₁₀, PM₁₀₀) is mandatory as these provide detailed information about pollution composition.

PM Sensor Technical Specifications:

Parameter	Specification	Requirement
Working Principle	Laser-based light scattering using Multi Array Optical Particle Counter (OPC)	Mandatory
Particle Sizes Measured	PM ₁ , PM _{2.5} , PM ₁₀ , PM ₁₀₀	All four fractions required
Measurement Range	0 - 1000 µg/m ³ or higher	Minimum 1000 µg/m ³
Measurement Resolution	1 µg/m ³	Capable of detecting 1 unit changes
Minimum Detection Limit	1 µg/m ³	Can measure as low as 1 µg/m ³
Accuracy vs FRM Instruments	±10% at 100-1000 µg/m ³ ; ±10 µg at 0-100 µg/m ³	Within specified accuracy range
Counting Efficiency	50% at 0.3 µm; 98% at 0.5 µm	Minimum efficiencies as specified
Zero Stability	±1 µg/m ³	Drift within ±1 unit
Response Time	1 second	Rapid response to pollution changes
Operating Temperature Range	-10°C to 60°C	Function across Indian seasonal variations
Operating Humidity Range	0-95% non-condensing	Suitable for outdoor deployment
Sensor Lifespan	Minimum 2 years continuous operation	Expected service life of 2+ years

PM sensors measure the mass concentration of particles in the air by counting the number of particles in each size range and calculating total mass. The laser light scattering method is internationally recognized and used in reference-grade monitoring stations. All PM measurements must be actual measurements, not estimates or calculations based on other parameters.

8.2. Gaseous Pollutant Sensors

The bidder shall supply sensors for measuring four gaseous air pollutants: Nitrogen Dioxide (NO₂), Sulfur Dioxide (SO₂), Carbon Monoxide (CO), and Ozone (O₃). All gaseous sensors must use electrochemical measurement principle, which is widely used for regulatory air quality monitoring.

Gaseous pollutants are invisible but harmful gases that form the primary concern for air quality assessment. NO₂ comes from vehicle exhaust and industrial emissions. SO₂ is produced by burning fossil fuels. CO is formed from incomplete combustion of fuels. O₃ is a secondary pollutant formed

from chemical reactions in the atmosphere. Measurement of all four parameters is mandatory under CPCB guidelines.

Gaseous Sensor Technical Specifications:

Parameter	NO₂	SO₂	CO	O₃
Working Principle	Electrochemical	Electrochemical	Electrochemical	Electrochemical
Measurement Range	0-5 ppm	0-5 ppm	0-20 ppm	0-5 ppm
Measurement Resolution	1 ppb	1 ppb	1 ppb	1 ppb
Minimum Detection Limit	0.01 ppm	0.01 ppm	0.01 ppm	0.01 ppm
Accuracy	±0.03 ppm	±0.05 ppm	±0.15 ppm	±0.03 ppm
Response Time	<80 seconds	<60 seconds	30 seconds	<80 seconds
Operating Temperature	-10°C to 60°C	-10°C to 60°C	-10°C to 60°C	-10°C to 60°C
Operating Humidity	0-95%	0-95%	0-95%	0-95%
Sensor Lifespan	Minimum 2 years	Minimum 2 years	Minimum 2 years	Minimum 2 years

Electrochemical sensors generate a small electrical signal proportional to the gas concentration. This signal is converted to ppm (parts per million) values. The sensors are specific to individual gases and do not cross-interfere with other gases. All gaseous measurements must comply with CPCB reference methods and be suitable for regulatory reporting.

8.3. Temperature and Humidity Sensors

In addition to air pollutants, each sensor unit must include integrated temperature and relative humidity (RH) measurement sensors. These parameters are important because air pollutant concentrations are affected by meteorological conditions.

Temperature Sensor Specifications:

Parameter	Specification
Measurement Range	-10°C to 45°C
Accuracy	±0.2°C
Response Time	5 to 30 seconds
Resolution	0.5°C

Humidity Sensor Specifications:

Parameter	Specification
Measurement Range	0 to 100% Relative Humidity (RH)
Accuracy	±1% RH
Response Time	8 seconds
Resolution	1%

Temperature and humidity data are logged along with pollutant measurements to provide complete environmental context for air quality assessment.

8.4. Data Connectivity and Transmission

Each sensor unit must have built-in data connectivity and transmission capability. Real-time data must be transmitted from sensors to the central dashboard through secure network connections.

Data Connectivity Requirements:

Parameter	Specification
Connectivity Options	WiFi / GSM 4G / NBIoT (at least one option)
Power Backup Battery	16-24 hours backup (continues data logging during power outages)
Data Transmission Interval	Every 2 minutes (at least)
Data Availability & Uptime	95% or more uptime per month
Auto Reboot Capability	System auto-reboots and reconnects after power failure
Data Frequency	2-minute interval readings
Data Logging Options	2 min, 5 min, 10 min, 15 min, 30 min, 1-hr, 8-hr, 24-hr intervals (configurable)
Data Access Format	API link (CSV format) and Cloud-based dashboard
Data Retrieval	Access to minimum 1 year of historical data
GPS Geo-tagging	Yes (inbuilt GPS module for sensor location coordinates)

The bidder must provide SIM cards for GSM/4G connectivity. Data connectivity is the bidder's responsibility and cost, including monthly data charges. The data transmission must be encrypted and secure. Each sensor must include a unique identifier (ID) for tracking and verification purposes. Real-time data shall be available on dashboard within 5 minutes of measurement at the sensor location.

8.5. Calibration and Quality Control

Calibration ensures that sensors measure accurately and are comparable with reference-grade monitoring stations. All sensors must undergo factory calibration before shipment and periodic recalibration during operation.

Calibration Requirements:

a) **Factory Calibration:** Each sensor must be calibrated at manufacturer's facility before shipment. Bidder must provide performance data and calibration certificate for each sensor showing accuracy verification results.

b) **Pre-deployment Calibration:** Before installation at any location, each sensor must undergo co-location calibration with a GPCB/CPCB approved reference-grade monitoring station for minimum 15 consecutive days. During this period, sensor readings must be compared with reference station readings hourly (minimum 360 data points). Comparison must demonstrate that sensor readings fall within acceptable accuracy limits.

c) **Calibration Report:** Bidder must submit independent third-party evaluation report for each sensor containing:

- Coefficient of determination (R^2) - statistical measure of correlation with reference data
- Slope and Intercept values from regression analysis
- Root Mean Square Error (RMSE) - measure of prediction accuracy
- Normalized RMSE (NRMSE) - RMSE expressed as percentage
- Testing methodology and location details
- Reference instrument specifications
- Calibration status confirmation
- Data completeness and quality assurance procedures

d) **Monthly Calibration:** During operation, each sensor must be calibrated monthly either through automated software procedures or manual calibration at reference stations. Calibration schedule must be predetermined and followed consistently.

e) **Automated Drift Detection:** Central dashboard must automatically detect and alert when sensor data drifts beyond acceptable limits when compared with nearest GPCB/CPCB reference station.

f) **Drift Correction:** Any sensor showing unacceptable drift must be recalibrated, repaired, or replaced by bidder at no extra cost to SCADL within specified timeframe.

g) **Compliance Certifications:** Sensors must provide compliance certification with internationally accepted performance evaluation standards such as US-EPA standards for reference method equivalency.

8.6. Physical and Environmental Specifications

All sensor equipment must be designed for outdoor deployment and withstand harsh environmental conditions in Ahmedabad including high temperatures, dust, and rain.

Physical Specifications:

Parameter	Specification
Power Adapter	5V DC 2A
Power Consumption	Maximum 1 W during operation
LCD Display	Yes (for local readout of current measurements)
Enclosure Standard	IP65 or higher rating (dust-proof and water-resistant for outdoor deployment)
Internal Storage Capacity	100 GB or more (for local data logging when network unavailable)
Weight	Lightweight for easy mounting (specifications to be provided by bidder)
Dimensions	Compact design suitable for mounting on poles/structures
Material	Corrosion-resistant materials suitable for outdoor exposure
Mounting Options	Compatible with standard mounting structures, poles, and fixtures

The IP65 rating ensures sensors can withstand dust ingress, direct water spray, and outdoor weather conditions without damage. The LCD display allows manual verification of sensor status and readings during field visits. Internal storage ensures data is not lost if network connectivity is temporarily unavailable.

8.7. Maintenance and Support Requirements

The bidder must provide comprehensive maintenance and technical support throughout the contract period to ensure sensors operate reliably and data quality is maintained.

Maintenance and Support Services:

a) **Sensor Replacement Period:** If sensor fails or performance degrades beyond acceptable limits, bidder must replace with new sensor within 14 days of fault identification.

b) **On-site Support:** Bidder technical team shall visit sensor locations for installation, maintenance, troubleshooting, and repair. On-site support must be available on request within 48 hours of notification.

c) **Remote Support:** 24/7 remote technical assistance via telephone, email, and video calls for troubleshooting issues without requiring on-site visit.

- d) **Emergency Troubleshooting:** Dedicated emergency support services during data transmission loss or critical system failures. Response time within 1 hour for critical issues.
- e) **Periodic Self-cleaning:** Sensors shall have automated self-cleaning capability for sensor optical elements, or manual cleaning procedure provided. Cleaning must be performed to prevent dust accumulation and measurement errors. Frequency to be determined based on local conditions but minimum once per month.
- f) **On-site Calibration Support:** Bidder shall support on-site calibration procedures at sensor locations when required by SCADL/AMC.
- g) **Remote Calibration:** Dashboard-supported remote calibration capability allowing software-based calibration adjustments when needed.
- h) **Spare Parts Availability:** Bidder must maintain availability of replacement parts (sensors, batteries, modems, cables) for minimum 3 years to support maintenance and repairs.
- i) **Training Support:** Provide hands-on training for SCADL/AMC personnel on sensor operation, maintenance procedures, troubleshooting, and data interpretation.
- j) **Documentation:** Provide complete operation manuals, SOPs, troubleshooting guides, spare parts list, and technical specifications in English.

8.8. Standards and Compliance

All equipment and materials supplied must comply with applicable Indian and international standards and regulations.

Compliance Requirements:

- a) **Brand and Quality:** All analyzers and sensors must be manufactured by internationally recognized and reputed brands with proven track record in air quality monitoring.
- b) **Manufacturing Standards:** All equipment and materials must be designed, manufactured, and tested in accordance with latest revision of Indian Standards (IS) or British Standards (BS) unless otherwise specified in RFP.
- c) **Environmental Standards:** Equipment must comply with environmental protection standards and regulations applicable in India.
- d) **Air Quality Guidelines:** Equipment must adhere to air quality measurement guidelines established by CPCB and GPCB for regulatory monitoring.
- e) **ISO Certification:** Manufacturing facility should preferably be ISO 9001 certified for quality management.
- f) **End-of-Life Status:** All proposed equipment must NOT be declared as end-of-life or end-of-support by OEM for minimum 6 years from bid submission date. Bidder must provide written confirmation from OEM that products will receive full technical support for 6 years.
- g) **Regulatory Approval:** Equipment should comply with relevant regulations of Ministry of Environment, Forest and Climate Change (MoEFCC) and CPCB guidelines for air quality monitoring networks.

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All equipment shall be sourced from authorized distributors or directly from OEM. No second-hand, refurbished, or discontinued equipment shall be supplied. Bidder must provide authenticity certificates from OEM confirming all equipment is genuine and new.

9. Training & Knowledge Transfer

9.1. Training Scope and Objectives

The bidder is responsible for providing comprehensive training to SCADL and AMC personnel to ensure they can effectively operate, maintain, and troubleshoot the air quality monitoring system. The training must equip staff with technical knowledge and practical skills required for day-to-day system management and long-term operational sustainability.

Training shall cover both technical and non-technical aspects of the system. Technical training focuses on system architecture, hardware components, software operation, and troubleshooting procedures. Non-technical training covers data interpretation, report generation, and communication of air quality information to public and government agencies.

The bidder shall ensure that trained personnel can independently manage the system after the initial training period and can train other staff members if required during the contract period. Training must be hands-on with practical demonstrations, not just classroom lectures.

Training shall cover the following topics:

- a) **System Architecture and Components:** Detailed explanation of complete system design including sensor hardware, data transmission network, cloud/on-premise servers, dashboard, API infrastructure, and integration points with external systems.
- b) **Hardware Components:** Operation and maintenance of sensor units, battery backup systems, solar panels (if provided), mounting structures, modems, cables, and power distribution equipment.
- c) **Dashboard Operation:** Comprehensive training on using web-based dashboard including login, navigation, data visualization, alert configuration, report generation, user management, and troubleshooting dashboard issues.
- d) **Data Interpretation:** How to read and understand air quality data, interpret different pollutant measurements, understand AQI calculations, identify pollution hotspots, and correlate data with pollution sources.
- e) **Sensor Maintenance:** Routine maintenance procedures including sensor cleaning, battery checks, connectivity verification, performance monitoring, and when to schedule professional maintenance or sensor replacement.
- f) **Troubleshooting Procedures:** Step-by-step procedures for diagnosing and resolving common issues such as no data transmission, sensor drift, power supply problems, connectivity failures, and dashboard access issues.
- g) **Data Management and Reporting:** How to extract data from system, generate reports in different formats, export data for analysis, maintain data quality records, and prepare monthly reports for AMC leadership.
- h) **Emergency Procedures:** Actions to take during critical system failures, data loss scenarios, sensor failures affecting multiple locations, and escalation procedures.
- i) **API Integration:** For technical IT staff, training on how to integrate the air quality monitoring system API with other government applications and databases.
- j) **Cybersecurity and Data Protection:** Best practices for data security, user access management, password protection, and protecting sensitive monitoring data from unauthorized access.

9.2. Training Schedule and Duration

The bidder shall provide training in multiple phases aligned with project implementation phases and ongoing operational needs.

Phase 1 - Initial Training (During Implementation):

Training shall be conducted within 30 days of final commissioning and go-live of the system. This is the most critical training phase where staff gain hands-on experience with the complete operational system.

- **Duration:** Minimum 5 consecutive working days
- **Location:** SCADL office and sensor installation sites in Ahmedabad
- **Class Size:** Maximum 15 participants per training batch (multiple batches if more staff need training)
- **Timing:** 9:00 AM to 5:00 PM daily with 1-hour lunch break (7 hours of daily training)
- **Content:** All topics mentioned in Section 8.1 above

Phase 2 - Refresher Training (At 6 Months):

First refresher training shall be conducted at 6-month mark into the contract to reinforce learning and address any questions that arose during operational period.

- **Duration:** 2 working days
- **Focus:** Review of dashboard operation, recent incidents or issues, updates to procedures, and advanced features
- **Participants:** Same core team plus any new staff who joined SCADL

Phase 3 - Refresher Training (At 18 Months):

Second refresher training near end of Year 1 to ensure consistency in system operation and prepare for Year 2 maintenance planning.

- **Duration:** 2 working days
- **Focus:** Annual system review, data analysis from Year 1, maintenance planning for Year 2, and any system updates or changes

Phase 4 - On-demand Support Training (Throughout Contract):

In addition to scheduled training, bidder shall provide on-demand training whenever SCADL requests it for new staff members, specialized topics, or specific troubleshooting needs.

- **Availability:** Available on 48-hour notice
- **Duration:** 1 to 2 days depending on topic
- **Location:** SCADL office or by remote video conference
- **Cost:** Included in contract, no additional charges

9.3. Training Participants

The bidder shall provide training to a diverse group of SCADL and AMC personnel representing different functional areas and technical levels.

Required Training Participants:

a) **Minimum 15 personnel** from SCADL and AMC should attend initial training. SCADL may include participants from:

- Smart City Cell staff responsible for project monitoring
- AMC Environmental Health Department staff
- AMC IT Department staff
- City Planning Department
- Pollution Control Board representatives
- NGO representatives working on air quality

b) **Mix of technical and non-technical staff:**

- **Technical Staff (50%):** IT professionals, system administrators, network engineers who will handle system administration and troubleshooting
- **Non-technical Staff (50%):** Managers, policy makers, communications team who will use data for decision-making and public communication

c) **Trainer Certification:** At least 2-3 participants shall be designated as "Master Trainers" who receive additional advanced training. These master trainers can conduct refresher training for other SCADL staff members without bidder participation in future years if needed.

d) **Continuity:** SCADL shall ensure that trained participants continue in their roles throughout contract period so that knowledge is retained. If trained staff leave SCADL, replacement staff must receive training from bidder before original staff departures.

9.4. Training Deliverables and Materials

The bidder shall provide comprehensive training materials to support learning and serve as reference documents during and after training period.

Training Materials to be Provided:

a) **Training Manual (Printed and Digital):**

- Comprehensive user guide covering all system components and operations
- 200+ pages covering: System overview, hardware specifications, dashboard features, data interpretation, troubleshooting, maintenance procedures
- Printed copies provided to all participants
- Digital PDF copy for circulation and future reference
- Diagrams, flowcharts, and screenshots for clarity

b) **Standard Operating Procedures (SOPs):**

- Written step-by-step procedures for all operational tasks
- Separate SOP documents for: Dashboard operation, sensor maintenance, troubleshooting, emergency response, data reporting, user management
- Each SOP must include decision trees and flowcharts
- Quick reference cards for common tasks
- Printed and digital formats

c) Video Tutorials:

- Minimum 20 video tutorials covering key system operations
- Duration: 5-15 minutes per video (30-60 minutes total video content)
- Topics include: Dashboard login and navigation, creating custom reports, configuring alerts, interpreting AQI, responding to alerts, maintenance procedures, troubleshooting common issues
- High-quality with clear audio and on-screen text
- Subtitles in English and Hindi
- Hosted on secure website accessible to SCADL with username/password

d) Quick Reference Guides:

- One-page laminated cards for most common tasks
- Suitable for posting on office walls or desks
- Topics: Dashboard functions, alarm responses, emergency contacts, data export procedures
- Printed in English and Hindi

e) Training Completion Certificates:

- Formal certificates issued to all participants completing 5-day initial training
- Certificate includes participant name, training dates, topics covered, and trainer signature
- Provides recognition and documentation of training completion
- Useful for staff performance records

f) Troubleshooting Guide:

- Comprehensive guide covering 50+ common issues and their solutions
- Organized by symptom (e.g., "No data from sensors", "Dashboard not loading", "Alert not triggering")
- For each issue: Diagnosis steps, causes, and recommended solutions
- Escalation procedures for complex issues

9.5. Training Methodology and Approach

The bidder shall use interactive and practical training methodology rather than passive classroom lectures. Participants must gain hands-on experience operating the system during training.

Training Methodology:

- a) **Classroom Sessions:** Introduction to concepts, system architecture, theory of operation. Use presentations with visuals, demonstrations, and question-answer sessions. Approximately 30% of training time.
- b) **Hands-on Practical Sessions:** Participants operate dashboard, perform maintenance tasks, troubleshoot issues under trainer guidance. This is primary learning method. Approximately 50% of training time.
- c) **Site Visits:** Visit actual sensor installation locations to see equipment in field. Participants observe sensor mounting, understand power supply setup, appreciate deployment challenges. Approximately 10% of training time.
- d) **Case Studies:** Real-world scenarios based on actual air quality data and incidents. Participants analyze data, identify pollution sources, and recommend actions. Approximately 5% of training time.
- e) **Group Discussions:** Open discussions on challenges, questions, and experiences. Trainers facilitate learning from peer experiences. Approximately 5% of training time.
- f) **Demonstration and Observation:** Trainer demonstrates procedures, participants observe and then perform under guidance. Repetition ensures skill acquisition.
- g) **Post-training Assessment:** Quiz or practical exam to verify that participants have understood key concepts and can perform essential tasks independently.

9.6. Knowledge Transfer Documentation

Beyond training sessions, the bidder shall provide comprehensive documentation enabling knowledge transfer to SCADL staff and future system users. These documents serve as permanent reference library for the organization.

Knowledge Transfer Documents:

a) System Design Documentation:

- Complete system architecture diagram showing all components and data flows
- Network topology and connectivity diagram
- Hardware block diagram for sensor units
- Software system architecture
- Integration points with external systems

b) Network and Database Diagrams:

- Network diagram showing sensor locations, data transmission paths, server locations
- Database schema documentation showing data tables, relationships, and field definitions
- API endpoint documentation with parameters and response formats

- System topology changes over time (if any)

c) Database Documentation:

- Detailed database schema with all tables and fields explained
- Data dictionary defining each data element, units, and acceptable values
- Database access procedures and security protocols
- Backup and recovery procedures
- Query examples for common data retrieval tasks

d) Software Documentation:

- If any custom software developed: Complete source code with comments
- Software configuration files and their purposes
- Software version history and update procedures
- License information for all third-party software used
- Software troubleshooting guide

e) Third-party System Documentation:

- Documentation of OEM equipment including user manuals and technical specifications
- Third-party software documentation (if not owned by bidder)
- Integration documentation for connected systems
- Contact information and support procedures for third-party vendors

f) OEM Support and Warranty Documentation:

- Copies of OEM warranties for all equipment
- OEM support contact information and procedures
- Manufacturer's Authorization Forms (MAF) for all products
- List of authorized service centers in India
- Spare parts availability and ordering procedures

g) Performance Data and Benchmarks:

- Historical performance data showing system uptime, data availability, and reliability metrics
- Benchmark data from sensors comparing with reference stations
- Performance trends over contract period
- Data quality metrics and validation results

h) Change Management Records:

- Documentation of all changes made to system during contract period

- Approval records for changes
- Impact analysis of changes
- Configuration management records

9.7. Post-Training Support and Assistance

Training does not end with formal training sessions. The bidder shall provide ongoing support to help SCADL staff apply training in real operational situations.

Post-training Support:

a) 24/7 Helpdesk (First 3 Months After Commissioning):

- Dedicated telephone helpdesk available round-the-clock
- Experienced technical staff to answer operational questions
- Response time: Within 30 minutes for calls received
- Toll-free phone number or reduced-cost dedicated line provided
- Email support also available with 4-hour response time

b) Email Support:

- Technical support via dedicated email address
- Response time: Within 24 hours for non-urgent queries
- Email archive maintained for future reference
- FAQ document updated based on common email queries

c) Remote Assistance:

- Remote desktop support capability for dashboard and software issues
- Video conference support for complex troubleshooting
- Screen-sharing to guide users through procedures
- Remote access restricted to authorized bidder staff only with proper logging

d) On-site Support (If Needed):

- On-site support available for complex issues that cannot be resolved remotely
- Bidder technician visits within 48 hours of request
- Travel and accommodation costs borne by bidder (no additional cost to SCADL)
- On-site support included in contract, not charged separately

e) Knowledge Base and FAQ:

- Comprehensive FAQ document addressing common questions
- Online knowledge base accessible to SCADL staff

- Updated regularly based on issues encountered
- Searchable with well-organized categories

f) Refresher Training Documentation:

- Updated training materials provided before refresher training
- Information on any system updates or changes
- New procedures or best practices based on operational experience
- Handouts and supplementary materials for refresher training

g) User Community and Forums:

- If applicable, participation in user community or forums for experience sharing
- Regular newsletters with tips and updates
- Webinars on advanced features or new capabilities

9.8. Training Validation and Certification

The bidder shall ensure training effectiveness through validation and certification of participant competency.

Training Validation:

a) **Pre-training Assessment:** Assess current knowledge of participants regarding air quality monitoring, system operation, and data analysis. This helps tailor training to audience needs.

b) **During-training Assessment:** Continuous informal assessment through questions, observations, and practical exercises. Trainer adjusts pace and emphasis based on participant understanding.

c) **Post-training Practical Exam:** After 5-day training, participants take practical exam demonstrating competency in:

- Dashboard navigation and basic operations
- Report generation
- Data interpretation
- Troubleshooting a simulated issue
- Explanation of system components

d) **Passing Criteria:** Minimum 70% score on practical exam required to receive training certification. Participants scoring below 70% must undergo additional training before certification.

e) **Training Certificate:** Formal certificate issued to participants who successfully complete training and pass practical exam. Certificate includes:

- Participant name
- Training dates and duration

- Topics covered
- Trainer name and signature
- SCADL official seal
- Unique certificate number for record-keeping

f) **Record Keeping:** SCADL maintains record of all trained personnel including names, dates of training, topics covered, exam scores, and certificate numbers. This helps track training compliance and identify refresher training needs.

10. Exit Management & Handover

10.1. Transition Period and Planning

Exit management is the process of transferring the air quality monitoring system from the bidder (System Integrator) to SCADL and AMC at the end of contract period or in case of early termination. Proper exit management ensures continuity of air quality monitoring services without disruption and smooth transition to a successor agency or SCADL's internal management.

The exit management period shall commence 90 days before the contract expiry date or termination date. This 3-month transition period allows adequate time for knowledge transfer, data migration, staff training, and system transition without rushing or causing service interruptions.

The bidder shall develop a detailed Exit Management Plan within 90 days of contract commencement and submit to SCADL for approval. This plan shall be reviewed and updated annually to reflect any system changes or operational experiences. The plan must be finalized and approved by SCADL at least 60 days before contract expiry.

During the exit management period, the bidder's responsibilities do NOT reduce. The bidder must continue providing full operational support, maintenance, data transmission, and SLA compliance exactly as during normal operations. There shall be NO degradation of service quality during transition period. In fact, service quality must be maintained at highest levels to ensure no data loss or system disruptions during transition.

The bidder is responsible for ensuring that all exit management activities are completed successfully and that SCADL or successor agency is fully capable of managing the system independently after transition.

10.2. Data Handover and Transfer

Complete transfer of all air quality data and related information is critical to ensure SCADL maintains continuity of air quality monitoring and can fulfill regulatory reporting requirements to CPCB and other agencies.

Air Quality Data Transfer:

a) **Historical Data Collection:** All air quality measurements from all 100 sensors from the date of go-live to the date of contract end must be transferred to SCADL. This includes:

- Real-time pollution measurements (PM₁, PM_{2.5}, PM₁₀, PM₁₀₀, NO₂, SO₂, CO, O₃)
- Temperature and humidity measurements
- Data quality flags and validation status
- Calibration records and corrections applied

b) **Data Format:** All data must be converted to open, standard, non-proprietary formats (CSV, XML, or Excel) that can be accessed and analyzed using standard software. Data shall NOT be in proprietary formats that require specific commercial software to read.

c) **Data Completeness:** Bidder must ensure 100% data availability. If any data gaps exist, bidder must explain reasons and provide gap-filling methodology (using interpolation or reference station data).

d) **Data Validation:** All transferred data must be validated for completeness, accuracy, and consistency. Bidder shall provide data validation report confirming data integrity.

e) **Data Organization:** Data shall be organized chronologically with clear labeling of sensor IDs, dates, times, and measurement values. Metadata describing data collection methodology must be included.

f) **Data Storage Media:** Data shall be provided on multiple storage media:

- External hard drive with backup copies
- Cloud storage link with download access (Dropbox, Google Drive, etc.)
- Database backup files for restoration on new systems
- Printed data for sample verification (at least 30 days of data in Excel format)

g) **Configuration and Settings Data:** In addition to measurement data, all system configuration must be transferred including:

- Sensor locations with GPS coordinates and site descriptions
- Sensor calibration factors and coefficients
- Alert threshold settings
- User account information and access permissions
- Data logging intervals for each sensor
- Network configuration and connectivity settings
- Dashboard customization settings and user preferences

h) **Monitoring Records:** Complete records of all monitoring activities including:

- Sensor installation records with photos and dates
- Maintenance and repair history for each sensor
- Calibration records and certificates
- Sensor replacement records
- Any incidents or data anomalies with explanations
- User access logs and activity records

10.3. System Documentation and Technical Handover

Complete technical documentation is essential for the successor organization to understand system design, operation, and maintenance requirements.

System Design Documentation:

a) **Architecture Documentation:**

- Complete system architecture diagram showing all components (sensors, connectivity, servers, dashboard, APIs)
- Data flow diagrams showing how data moves from sensors to dashboard to external systems
- Network topology diagrams with IP addresses, server locations, and connectivity details
- Hardware block diagrams for sensor units and infrastructure
- System integration points with external systems

b) **Database Documentation:**

- Detailed database schema documentation with all tables, columns, relationships, and data types
- Data dictionary defining each data element, measurement units, and valid value ranges
- Database backup and recovery procedures
- Database access procedures and user permission management

- Query examples for common operational tasks
- Database maintenance procedures including defragmentation and optimization

c) Software and Code Documentation:

- If custom software was developed: Complete source code with detailed comments explaining logic
- Software development guides for future modifications or enhancements
- Software testing procedures and quality assurance processes
- Configuration file descriptions and settings explanations
- Version control history and change logs
- Software licenses and usage rights for all components

d) API Documentation:

- Complete RESTful API documentation with all endpoints, parameters, and response formats
- Authentication and authorization procedures (OAuth 2.0 implementation)
- API rate limiting and usage policies
- Error codes and error handling procedures
- Example API calls with sample requests and responses in multiple programming languages
- Sandbox environment documentation for testing
- API change history and versioning information

e) Network and Connectivity Documentation:

- Network architecture and topology
- IP addressing scheme and subnet information
- VPN or secure connection specifications if used
- Firewall rules and security policies
- Data encryption methods and certificate information
- Backup connectivity paths and failover procedures
- ISP contact information and SLA details

f) Third-party System Documentation:

- Complete documentation of all OEM equipment with model numbers and specifications
- User manuals and quick reference guides for all hardware components
- Software manuals for all third-party software used
- Licensing information and license key locations
- Support and warranty information for all components
- Authorized service center details in India

g) OEM Support and Warranty Information:

- Copies of all OEM warranties with terms and coverage details
- OEM contact information and technical support procedures
- Service and support agreement copies
- Manufacturer's Authorization Forms (MAF) for all supplied equipment
- OEM escalation procedures for critical issues
- Spare parts pricing and availability information
- List of authorized dealers and service centers

h) Performance Benchmarks and Historical Data:

- System uptime and reliability metrics from operational period
- Data availability percentages by month and year

- Sensor performance comparisons with reference stations
- Dashboard response time metrics
- API usage statistics and performance data
- Incident reports and resolution times
- Maintenance cost data and trends

i) Configuration Management Records:

- Record of all hardware and software versions in use
- Configuration baseline documentation
- Change log with all changes made during contract period
- Approved configuration standards and best practices
- System upgrades and patch history

10.4. Knowledge Transfer and Training

Knowledge transfer ensures that SCADL personnel and potential successor agency staff have complete understanding of system operation, maintenance, and troubleshooting.

Knowledge Transfer Activities:

a) Transition Support Period: Minimum 10 working days of dedicated support by bidder staff during the exit management period to assist in system transition. This includes:

- Hands-on guidance to successor organization (if applicable)
- Live demonstration of system operations
- Shadowing by successor staff learning the system
- Direct mentoring and coaching from bidder experts

b) Technical Briefings: Comprehensive technical briefings covering:

- System architecture and design decisions
- Operational procedures and best practices
- Common issues and troubleshooting procedures
- Performance optimization and tuning
- Security considerations and data protection
- Future enhancement possibilities

c) Successor Staff Training: If a successor agency is appointed, the bidder shall train successor agency staff for minimum 5 days covering:

- Complete system operation and administration
- Data management and reporting
- Maintenance procedures
- Emergency response procedures
- User training for end-users

d) SCADL Staff Training: Additional training for SCADL staff to enable them to manage and oversee the monitoring network independently. Training covers:

- Project management and vendor oversight
- Data analysis and interpretation
- Regulatory reporting requirements
- Quality assurance and monitoring
- Performance assessment and accountability

e) **Transition Mentoring:** Ongoing mentoring for 30 days after transition date to help successor or SCADL staff resolve issues independently. Bidder provides guidance but requires staff to perform actual troubleshooting.

f) **Documentation Training:** Training on using all provided documentation effectively:

- How to access and navigate technical manuals
- How to use troubleshooting guides
- How to interpret system logs and alerts
- How to generate reports and extract data

g) **Contact and Escalation:** Bidder provides detailed escalation procedures and contact information for different types of issues (technical, vendor support, OEM support, etc.)

10.5. Equipment and Infrastructure Transfer

At the end of contract period, all equipment and infrastructure deployed under the contract must be transferred to SCADL ownership and control.

Equipment to be Transferred:

a) Sensor Hardware (100 units):

- All 100 outdoor air quality monitoring sensors installed across Ahmedabad
- Each sensor with calibration documentation and operational history
- Mounting structures, poles, and fixtures for each sensor
- Solar panels and battery backup units (if provided)
- GPS modules and connectivity equipment (modems, SIM cards)
- Cables, connectors, and wiring for each sensor
- Power distribution boxes and electrical infrastructure

b) Central Infrastructure:

- Primary dashboard server with complete operating system and software
- Backup server for disaster recovery
- Network equipment (switches, routers, firewalls if applicable)
- Uninterruptible Power Supply (UPS) and backup power systems
- Storage devices (hard drives, backup arrays)
- Data center space (if rented) transition arrangements

c) Software and Licenses:

- Dashboard application software with source code (if custom developed)
- Database software licenses transferred to SCADL ownership
- All third-party software licenses with license keys and activation codes
- API and integration software
- Monitoring and alerting software
- Data analysis and reporting tools

d) Data and Records:

- Complete database with 3+ years of air quality data
- Configuration database with sensor settings
- User and access control database
- Maintenance and service history database
- All documentation and reference materials

e) Physical Location and Access:

- If data center was rented specifically for this project, transition arrangements or lease buyout
- Network connectivity lines (if dedicated lines were provisioned)
- Office space used for NOC (Network Operations Center) if applicable

10.6. Equipment Condition and Acceptance

All equipment transferred must be in good working condition and meet specified performance standards.

Equipment Condition at Handover:

a) **Functional Status:** All equipment must be fully functional and operational. No equipment with known defects or failures shall be transferred.

b) Sensor Condition:

- All 100 sensors must be operational and measuring within accuracy specifications
- Maximum measurement drift of 3% from reference standards
- Battery backup functional with minimum 80% capacity
- Connectivity working properly with stable data transmission
- No sensor with multiple failures or repairs in recent months

c) Software Status:

- Dashboard and all software fully functional without errors or warnings
- Database integrity verified with no corruption
- All scheduled backups completed and verified
- System logs clean with no critical errors

d) Documentation Status:

- All documentation provided, complete, and current
- No missing or placeholder documents
- All technical specifications and procedures documented
- Contact information updated and verified

e) Acceptance Procedure:

- SCADL conducts functional acceptance testing of all equipment
- Bidder assists in testing and verification
- Any defects or non-compliance identified during testing must be rectified by bidder before final acceptance
- Joint sign-off document prepared when equipment is accepted as meeting all specifications

10.7. Data Security and Confidentiality

During exit management period, sensitive data and system information must be protected from unauthorized access or misuse.

Data Security Measures:

a) **Access Control:** Restrict access to sensitive system information and data to authorized personnel only. Maintain audit logs of all data access during transition.

b) **Data Encryption:** All data transferred shall be encrypted during transmission and storage. Encryption keys and decryption procedures must be transferred to SCADL.

- c) **Confidential Information:** Bidder's proprietary information and trade secrets shall be protected. SCADL shall sign confidentiality agreements preventing disclosure to third parties.
- d) **Data Segregation:** If bidder operated multiple customer systems, ensure complete data segregation and no cross-contamination of Ahmedabad data with other projects' data.
- e) **Backup Security:** Maintain secure backup copies of all data and provide them with encryption passwords. Passwords transmitted separately for security.
- f) **Secure Deletion:** Any bidder-owned systems or data not transferred must be securely deleted to prevent recovery. Certificate of secure deletion provided to SCADL.
- g) **Compliance:** Ensure all data handling during exit management complies with data privacy regulations and information security standards.

10.8. Decommissioning and Removal

Any equipment or infrastructure not owned by SCADL or not transferred to SCADL ownership must be properly decommissioned and removed.

Decommissioning Activities:

- a) **Removal of Proprietary Software:** If bidder installed proprietary software not owned by SCADL, remove all copies from systems. Certificate of deletion provided.
- b) **Removal of Bidder Branding:** Remove any bidder logos, names, or branding from equipment, software interfaces, and documentation.
- c) **System Deactivation:** Deactivate any bidder-owned systems, services, or accounts not required for SCADL's continued operation.
- d) **Network Cleanup:** Remove any bidder-specific network configurations or connections not required for SCADL operations.
- e) **Hardware Removal:** If any equipment was rented or leased by bidder, coordinate pickup and removal by bidder. Return equipment in good condition.
- f) **Account Termination:** Close any accounts, subscriptions, or services contracted by bidder that are not being transferred to SCADL. Verify cancellations and terminations.
- g) **Data Sanitization:** Securely wipe all data from bidder-owned equipment to be removed, ensuring no sensitive data remains on equipment.

10.9. Exit Management Plan Submission

The bidder shall prepare and submit a comprehensive Exit Management Plan to SCADL for approval.

Exit Management Plan Contents:

- a) **Organizational Structure:** Define project team for exit management including roles, responsibilities, and contact information for each team member.
- b) **Transition Schedule:** Detailed week-by-week schedule of exit management activities from 90 days before contract end until transition completion.
- c) **Data Migration Plan:**

- Data extraction and validation procedures
- Data format conversion steps
- Data transfer schedule and methods
- Verification and reconciliation procedures
- Contingency plans for data issues

d) Documentation Handover Schedule:

- Which documents will be provided in which week
- Format and delivery method for each document
- Review and approval timeline

e) Knowledge Transfer Plan:

- Training schedule and curriculum for successor/SCADL staff
- Trainer assignments and qualifications
- Post-training mentoring schedule
- Knowledge transfer success metrics

f) Equipment Transfer Plan:

- Complete inventory of equipment to be transferred
- Condition assessment procedures
- Transfer and acceptance procedures
- Any equipment disposal or removal procedures

g) Communication Plan:

- Communication with successor organization (if applicable)
- Communication with end-users and stakeholders
- Press releases or public communication regarding transition
- Updates to government agencies (CPCB, GPCB, AMC departments)

h) Risk Management:

- Identification of potential risks during transition
- Mitigation strategies for each risk
- Contingency plans for critical failures
- Escalation procedures for problems

i) Quality Assurance:

- Testing and verification procedures during transition
- Acceptance criteria for each deliverable
- Sign-off procedures and documentation

j) Resource Allocation:

- Bidder staff dedicated to exit management (minimum 10 days)
- Successor/SCADL staff participation requirements
- Third-party support (if needed for data migration, etc.)
- Budget and cost allocation for exit activities

k) Transition Support Period:

- 30-day post-transition support availability
- Support scope and hours of operation
- Support contact procedures and escalation
- Charges for extended support (if any)

Exit Management Plan Approval:

The Exit Management Plan must be submitted to SCADL for review and approval minimum 60 days before contract expiry. SCADL may request modifications or clarifications. Final approved plan must be jointly signed by bidder and SCADL at least 45 days before contract end.

10.10. Transition Milestones and Success Criteria

Clear milestones and success criteria ensure exit management activities are tracked and completed on schedule.

Key Exit Management Milestones:

Milestone	Timeline	Success Criteria
M-90	90 days before contract end	Approve Exit Management Plan; Identify successor org (if applicable); Begin data backup
M-60	60 days before contract end	Start data extraction and conversion; Begin documentation preparation; Schedule training
M-45	45 days before contract end	Data migration 50% complete; Documentation 75% ready; Successor staff identified
M-30	30 days before contract end	Data migration 90% complete; All documentation ready; Training commenced
M-15	15 days before contract end	Data migration 100% complete and validated; Training 75% complete; Equipment ready for transfer
M-7	7 days before contract end	Final data synchronization; Training completed; Equipment tested and accepted
M-0	Contract end date	Official transition; All systems transferred; Successor or SCADL takes over operations
M+7	7 days after contract end	Post-transition support ongoing; Final documentation provided; Issues resolved
M+30	30 days after contract end	Post-transition support period completed; Final sign-off; Transition project closed

Exit Management Success Criteria:

- Data Completeness:** 100% of air quality data successfully transferred with no gaps or missing records.
- Data Accuracy:** All transferred data validated and verified for accuracy. No data corruption or inconsistencies.
- Documentation Completeness:** All required documentation provided in agreed format and medium. No missing documents.
- Knowledge Transfer:** Minimum 90% of SCADL/successor staff successfully complete training and demonstrate competency.
- Equipment Transfer:** All equipment transferred in good working condition. Acceptance testing successful.
- Operational Continuity:** Air quality monitoring services continue uninterrupted during entire transition period. No data gaps or service disruptions.
- SLA Compliance:** Service levels maintained during exit management period. 99% uptime achieved. No missed alerts or data delivery.
- Timeline Adherence:** Exit management activities completed on schedule without delays.

- i) **Budget Compliance:** Exit management costs within budgeted limits (included in contract, no additional charges).
- j) **Stakeholder Satisfaction:** SCADL and successor organization (if applicable) satisfied with transition quality and completeness.

10.11. Service Continuity During Transition

The most critical aspect of exit management is ensuring air quality monitoring services continue without interruption during the transition period.

Service Continuity Requirements:

- a) **Continuous Data Collection:** All 100 sensors continue to collect air quality data throughout transition period. No sensor shutdowns or data collection interruptions.
- b) **Data Transmission:** Real-time data transmission continues to dashboard and external recipients. No delays or missing data.
- c) **Dashboard Availability:** Dashboard remains accessible to users 24/7 with current data. No downtime during transition.
- d) **Alert Function:** All alerts and notifications continue to function normally. No missed alerts or delayed notifications.
- e) **Maintenance:** Scheduled and emergency maintenance continues as normal. No backlog of maintenance items.
- f) **Support:** Technical support continues to be available 24/7 for any issues. No reduction in support quality.
- g) **Reporting:** Daily and monthly reports continue to be generated and submitted on schedule.
- h) **Compliance:** All regulatory reporting requirements to CPCB and GPCB are fulfilled on time.
- i) **Overlap Period:** If successor organization takes over, there shall be overlap period (typically 1-2 weeks) where both bidder and successor organization monitor operations to ensure smooth handoff.
- j) **Contingency:** If critical issues arise during transition, bidder and successor organization work together immediately to resolve without causing service interruption.

11. Project Timelines & Payment Terms

11.1. Implementation Overview

The project implementation phase is divided into three distinct milestones, each with specific deliverables, timelines, and payment triggers. The bidder must strictly adhere to these timelines as they are critical for ensuring timely deployment of the air quality monitoring network across Ahmedabad. All timelines are calculated from the date of Work Order issuance by SCADL, which serves as the official project commencement date.

The payment structure is designed to align with project progress, ensuring SCADL releases funds as tangible milestones are completed. The bidder must submit all required deliverables and supporting documentation to claim payment for each milestone. Delayed submission of deliverables will delay payment processing by 30 days from invoice submission.

11.2. Implementation Milestones

The implementation is structured into three progressive milestones spanning 6 months:

Milestone	Activity	Timeline	Payment	Penalty	Termination
M1	Delivery of 100 sensors	T+30 days	25% CAPEX	0.5% per week	If T+60 days
M2	Installation, commissioning, training, dashboard	T+90 days	50% CAPEX	0.5% per week	If T+150 days
M3	3-month stabilization & go-live	T+180 days	25% CAPEX	SLA penalties	Transition to O&M

T = Work Order Issue Date

Each milestone represents a critical phase in project execution. Successful completion and SCADL's approval are mandatory before proceeding to the next phase and claiming payment for that milestone.

11.3. Milestone M1: Material Delivery (T+30 Days)

Objective: Procure, quality test, and deliver all 100 outdoor air quality monitoring sensors to SCADL-designated warehouse within 30 days of Work Order issuance.

The first milestone focuses on ensuring all sensor hardware is manufactured to specifications, quality-tested, and safely delivered to Ahmedabad. The bidder is responsible for coordinating with OEM, managing procurement, conducting quality control, and arranging logistics. This 30-day window allows for OEM production, quality assurance, customs clearance (if imports), and transportation to Ahmedabad.

Key Deliverables Required:

Deliverable	Description	Format
Delivery Challan	Official transport document listing all 100 sensors with serial numbers, model numbers, delivery date and time	Original + 3 copies
Material Photographs	High-quality digital photos clearly showing all 100 sensors with model number and specifications visible	PDF or JPEG (min 2500 pixels)
Inspection Report	SCADL representative's inspection report confirming receipt of 100 sensors in good condition without damage	Signed original + digital copy
OEM Certificates	Factory certificates from OEM confirming all sensors are genuine products with manufacturing date and batch number	Original + notarized copy
Serial Number List	Detailed spreadsheet listing all 100 sensors with serial numbers, model numbers, test results, batch information	Excel format

Payment Terms:

Upon successful delivery and SCADL's written acceptance of all 100 sensors with all supporting documentation, SCADL shall release payment as follows:

- **Amount:** 25% of total CAPEX
- **Payment Timeline:** Within 30 days of invoice submission with supporting deliverables
- **This Covers:** Sensor manufacturing, auxiliary equipment (modems, batteries, cables), quality control testing, transportation to Ahmedabad
- **GST:** Additional as applicable per current tax rates
- **TDS:** Deducted per applicable Income Tax rules (typically 5% for contractors)

Delay Penalty:

Failure to deliver sensors by T+30 days will trigger penalties as follows:

Delay Duration	Penalty Applied	Cumulative Impact
Up to 7 days	0.5% of total contract value	Single penalty
8-14 days	1.0% of total contract value	2 weeks penalty applied
15-30 days	1.5% of total contract value	3 weeks penalty applied
31-60 days	2.0% of total contract value	Significant financial impact
Beyond 60 days (T+60)	Contract Termination + EMD Forfeiture	Contract terminated, EMD forfeited

The delay penalty is calculated weekly to account for logistics and customs clearance delays. However, delays exceeding 2 months indicate serious project management issues and warrant contract termination with forfeiture of Earnest Money Deposit.

11.4. Milestone M2: Installation & Commissioning (T+90 Days)

Objective: Install all 100 sensors at designated locations, deploy central dashboard, conduct pre-deployment calibration, provide staff training, and achieve operational go-live status within 90 days of Work Order issuance.

This is the most critical and resource-intensive milestone. The bidder must coordinate complex activities across multiple locations in Ahmedabad including site preparation, civil works, sensor installation, software deployment, and staff training. Successful completion of M2 means the air quality monitoring system becomes operational and real-time data starts flowing into the dashboard.

The bidder shall begin site preparation immediately after M1 completion (around T+30) to allow sufficient time for installation across 100 geographically dispersed locations. Detailed project planning and resource allocation are essential to meet the T+90 deadline.

Key Activities and Timeline:

Phase	Timeline	Key Activities	Deliverables
Site Preparation	T+30 to T+45 days	Site survey at 100 locations; Ground condition assessment; Identify power availability; Plan mounting options; Coordinate permissions	Site survey report with photos and GPS coordinates
Civil Works	T+45 to T+75 days	Erect mounting structures/poles; Install electrical supply; Implement earthing as per IS-3043; Install cable trays and conduits; Safety testing	Civil works completion report with photos for each location
Sensor Installation	T+50 to T+85 days	Mount 100 sensors at designated locations; Connect power; Insert SIM cards; Verify connectivity; Test display and data logging; Geotag with GPS	Installation report with location photos and GPS data for each sensor
Pre-Deployment Calibration	T+75 to T+88 days	Co-locate each sensor with GPCB/CPCB reference station for 15+ consecutive days; Collect 360+ hourly data points; Calculate	Third-party calibration report for each sensor with statistical analysis

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Phase	Timeline	Key Activities	Deliverables
		accuracy metrics (R ² , RMSE, NRMSE); Obtain third-party certification	
Dashboard Deployment	T+75 to T+88 days	Deploy central dashboard server; Configure database; Install dashboard application; Set up user accounts; Configure alerts; Test functionality	Dashboard deployment documentation and system architecture diagram
Testing & Validation	T+80 to T+88 days	Test all 100 sensors for data accuracy; Verify real-time transmission; Test alerts; Verify dashboard performance; Confirm SLA compliance (99% uptime, 2-minute refresh)	Testing and validation report confirming all systems meet specifications
Staff Training	T+85 to T+88 days	Conduct 5-day intensive training for 15+ SCADL/AMC personnel; Cover dashboard operation, maintenance, troubleshooting; Issue certificates	Training completion report with participant list and training certificates

Deliverables Required for M2 Payment:

Deliverable	Description
Installation Report	Comprehensive report documenting successful installation at all 100 locations with site conditions, challenges, and solutions
Site Photographs	Clear photos showing each installed sensor, power connections, mounting structure (minimum 2 photos per location = 200+ total photos)
GPS Coordinates	Verified GPS coordinates for all 100 sensors with site address, landmark description, and sensor ID in Excel format
Calibration Certificates	Third-party independent calibration report for each sensor showing R ² , slope, intercept, RMSE, NRMSE, accuracy verification
Training Report	List of participants completing 5-day training with names, designations, attendance dates, topics covered, certification
Dashboard Documentation	Central dashboard server setup, database configuration, backup procedures, API configuration, user access setup documentation
SOPs and Manuals	Standard Operating Procedures for dashboard operation, alert response, sensor maintenance, troubleshooting, emergency procedures, data reporting
System Architecture	Technical documentation describing complete system design, network topology, data flow, integration points, security measures
Go-Live Certificate	Written certification from SCADL confirming all systems ready for go-live and all M2 requirements met

Payment Terms:

Upon successful installation, commissioning, training completion, and SCADL's written go-live approval, payment shall be released as follows:

- **Amount:** 50% of total CAPEX
- **Payment Timeline:** Within 30 days of invoice submission with all supporting deliverables
- **This Covers:** Installation labor and materials, civil works and electrical connections, dashboard and software deployment, testing and validation, pre-deployment calibration services, 5-day training delivery and materials
- **GST:** Additional as applicable per current tax rates
- **TDS:** Deducted per applicable Income Tax rules

This highest payment milestone (50%) reflects the significant work and resource investment required for site-wide installation and commissioning.

Delay Penalty:

Failure to achieve go-live by T+90 days will result in penalties as follows:

Delay Duration	Penalty Applied	Impact
Up to 7 days	0.5% of total contract value	Minor penalty for short delays
8-14 days	1.0% of total contract value	2 weeks penalty applied
15-30 days	1.5% of total contract value	3+ weeks penalty applied
31-60 days	2.5% of total contract value	Significant financial impact
Beyond 150 days (T+150)	Contract Termination + EMD Forfeiture	Contract terminated, EMD forfeited

Delays beyond 5 months indicate inability to execute the project scope and warrant termination. The delay penalty structure incentivizes timely completion while accounting for construction and logistical challenges.

11.5. Milestone M3: Stabilization (T+180 Days)

Objective: Operate the system for 3 months post-go-live to verify performance, stability, and compliance with all requirements before final handover to Operation & Maintenance phase.

The stabilization period is critical for identifying and rectifying any issues or defects discovered during initial operation. During this 3-month period, the bidder continues to provide full operational support, maintenance, and monitoring. SCADL verifies that the system performs reliably and meets all specified requirements.

M3 is not just waiting period but an active period where the bidder must monitor system health, address issues immediately, and demonstrate consistent compliance with Service Level Agreements. Monthly performance reports must be submitted tracking key metrics including data availability, system uptime, sensor health, and any incidents.

Performance Requirements during M3:

Requirement	Specification	Monitoring
Data Availability	Minimum 95% of scheduled data points collected and transmitted successfully per month	Monthly performance report
System Uptime	Dashboard accessible 99% of the time (maximum 3.6 hours downtime per month)	Uptime monitoring logs from dashboard
Data Transmission	Real-time data from all 100 sensors transmitted every 2 minutes to dashboard	Dashboard data refresh verification
Alert Functionality	All alerts configured and triggered correctly when thresholds exceeded	Alert testing and response logs

Requirement	Specification	Monitoring
Maintenance Response	All breakdown complaints responded to within 24 hours and resolved within agreed timeline	Maintenance ticket tracking system
SLA Compliance	All Service Level Agreement targets met without material breaches	Monthly SLA compliance certification

Deliverables Required for M3 Payment:

Deliverable	Frequency
Monthly Performance Reports	Submitted by 5th of next month showing data availability %, sensor status, incidents, maintenance activities, performance metrics
System Health Reports	Automated reports showing sensor operational status, data transmission rates, alert triggers, dashboard availability, anomalies detected
Maintenance and Incident Log	Detailed log of all maintenance activities, sensor repairs/replacements, incidents encountered, resolution timelines
Data Quality Reports	Analysis of data quality, comparison with reference stations, calibration status, drift detection, corrective actions taken
SLA Compliance Certification	Monthly certification from bidder confirming compliance with all SLA requirements

Payment Terms:

Upon successful completion of 3-month stabilization period with performance meeting all specified requirements, payment shall be released as follows:

- **Amount:** 25% of total CAPEX
- **Payment Timeline:** Within 30 days of SCADL's final acceptance
- **Condition:** System must demonstrate ≥95% data availability and zero critical issues during entire 3-month stabilization period
- **This Covers:** 3-month stabilization and support, any minor rectifications and issue resolution, performance optimization activities, final system acceptance procedures
- **GST:** Additional as applicable per current tax rates
- **TDS:** Deducted per applicable Income Tax rules

Upon successful M3 completion and payment, the project implementation phase concludes. The contract then transitions to the Operation & Maintenance (O&M) phase for 3 years with monthly OPEX payments.

11.6. CAPEX Payment Structure

Total CAPEX: 70% of Total Project Value

The Capital Expenditure includes all costs for design, procurement, installation, testing, commissioning, and initial 3-month stabilization of the system. CAPEX is divided into three milestone payments:

Milestone	Payment %	Amount Basis	Condition
M1	25% of CAPEX	Material delivery	Delivery and inspection of 100 sensors
M2	50% of CAPEX	Installation & commissioning	Installation, training, go-live approval
M3	25% of CAPEX	Stabilization	3-month stabilization >95% availability

Payment Terms:

- Payment within 30 days of invoice submission with all supporting documents
- GST (18%) additional as applicable
- TDS deducted per Income Tax rules
- Additional sensors up to 30% variation charged at unit rates from financial bid

- No retention or hold-back from CAPEX payments

11.7. OPEX Payment Structure

Total OPEX: 30% of Total Project Value (for 3 Years)

The Operational Expenditure covers all costs for operation, maintenance, support, calibration, data transmission, and system management for 3 years post-go-live. OPEX is divided into 36 equal monthly payments:

Year	Payment % of Total OPEX	Monthly Payment	Condition
Year 1	33.33%	1/36 of OPEX per month	Monthly report + SLA compliance verification
Year 2	33.33%	1/36 of OPEX per month	Monthly report + SLA compliance verification
Year 3	33.33%	1/36 of OPEX per month	Monthly report + SLA compliance verification

Monthly Payment Condition:

- Maintenance report submitted by 5th of following month
- SLA compliance verified (99% uptime, 24-hour response time, etc.)
- No pending penalties or disputes from previous month
- All 100 sensors operational and transmitting data

Payment Process: Invoice submitted by bidder by 25th of each month; Payment processed within 30 days; GST and TDS deducted as applicable

11.8. Important Payment Conditions

a) **Financial Bid Constraint:** CAPEX shall NOT exceed 70% of total project cost as quoted; OPEX shall NOT be less than 30% of total project cost. Non-compliance may lead to bidder rejection.

b) **Taxes:** All quoted prices exclusive of GST (currently 18%). TDS deducted at applicable rates. SCADL will pay GST and TDS separately as per invoices and tax regulations.

c) **Invoice Requirements:** Each invoice must clearly include tender reference number, milestone or month name, detailed description of deliverables/services, GST registration details, HSN/SAC codes, bidder's bank account information for fund transfer.

d) **Withholding of Payment:** SCADL may withhold payment if SLA violated, deliverable quality compromised, performance concerns identified, or disputes under resolution.

e) **Additional Sensors:** If additional sensors needed up to 30% variation, bidder supplies at unit rates quoted in financial bid. Additional CAPEX: 50% payment on delivery, 50% on installation. Additional OPEX prorated based on balance contract period.

f) **Performance Bank Guarantee (PBG):** 5% of total contract value in form of unconditional bank guarantee, valid throughout contract period + 180 days after contract end. PBG deposited within 7 days of Work Order award.

g) **Penalties Cap:** Monthly OPEX penalties capped at 5% of monthly payment; Quarterly penalties capped at 10%; Annual penalties capped at 20% to prevent disproportionate penalties.

11.9. Delay Penalties Summary

The penalty structure encourages on-time delivery while accounting for reasonable delays due to external factors:

Delay Duration	Penalty Amount	Timeline Trigger
M1: Up to 7 days	0.5% of contract value	After T+37 days

M1: 8-14 days	1.0% of contract value	After T+44 days
M1: 15-30 days	1.5% of contract value	After T+60 days
M1: Beyond 60 days	Contract Termination	After T+90 days (T+60 days delay)
M2: Up to 7 days	0.5% of contract value	After T+97 days
M2: 8-14 days	1.0% of contract value	After T+104 days
M2: Beyond 150 days	Contract Termination	After T+240 days (T+150 days delay)

Penalties are deducted from subsequent milestone payments. If penalty exceeds available payment, bidder must pay difference to SCADL from its own resources.

11.10. Project Duration and Extension

Implementation Phase: 6 months from Work Order issuance (T to T+180 days)

Operation & Maintenance Phase: 3 years from go-live approval

Optional Extension: 2 additional years by mutual written agreement at terms to be mutually decided by SCADL and bidder

Total Minimum Contract Duration: 3 years operation + implementation period

10.11 Payment Schedule Summary

The complete payment structure across implementation and operation phases is as follows:

Phase 1 - CAPEX (Implementation - 70% of Total Project Value):

- M1 (T+30): 25% of CAPEX - Material delivery and inspection
- M2 (T+90): 50% of CAPEX - Installation, commissioning, training, go-live
- M3 (T+180): 25% of CAPEX - 3-month stabilization and final acceptance

Phase 2 - OPEX (Operation & Maintenance - 30% of Total Project Value):

- Year 1: 1/3 of OPEX (12 monthly installments of 1/36 each)
- Year 2: 1/3 of OPEX (12 monthly installments of 1/36 each)
- Year 3: 1/3 of OPEX (12 monthly installments of 1/36 each)

All payments are contingent on satisfactory completion of deliverables and SCADL's written approval. The bidder must submit complete invoice with supporting documentation to initiate payment processing.

12. Operation and Maintenance and Service Level Agreement & Penalties

12.1. Operation & Maintenance Scope

The bidder shall provide comprehensive Operation and Maintenance (O&M) services for the complete air quality monitoring system for 3 years from the date of go-live approval. O&M services include 24/7 monitoring, preventive maintenance, corrective maintenance, emergency response, data management, reporting, and technical support to ensure continuous and reliable operation of all 100 sensors and supporting infrastructure.

During the O&M phase, the bidder is responsible for keeping the system operational and meeting all Service Level Agreements (SLAs). The bidder must maintain a helpdesk, technical support team, spare parts inventory, and field service capabilities across Ahmedabad to respond to issues promptly and effectively.

O&M services commence upon issuance of go-live certificate (end of M3 stabilization period) and continue for 36 consecutive months. Upon completion of 3-year O&M period, SCADL may extend the contract for 2 additional years by mutual written agreement at terms to be mutually decided.

12.2. O&M Service Components

The bidder shall provide the following services as part of comprehensive O&M:

Service Component	Description	Frequency
System Monitoring	24/7 monitoring of all 100 sensors, dashboard, servers, and data transmission networks for faults and performance issues	Continuous, real-time
Preventive Maintenance	Scheduled maintenance of sensors, equipment, and infrastructure to prevent failures. Sensor cleaning and calibration. Software patches and updates.	Monthly for calibration; As needed for maintenance
Corrective Maintenance	Repair or replacement of failed sensors, equipment, or components to restore system to operational status	Within 24 hours of notification
Emergency Support	24/7 on-call technical support for critical system failures affecting multiple sensors or dashboard availability	Available immediately
Data Management	Secure storage, backup, and retrieval of air quality data. Data validation and quality assurance.	Continuous and daily backup
Reporting	Preparation and submission of daily, weekly, and monthly reports to SCADL and AMC showing system performance and air quality data	Daily and monthly
Dashboard Management	Monitoring of central dashboard, database, and API systems. User account management and access control.	24/7 monitoring
Spare Parts	Maintenance of sufficient inventory of spare sensors, modems, batteries, cables, and other components for repairs and replacements	Throughout O&M period

Training and Support	Technical support and guidance to SCADL and AMC staff for system operation, troubleshooting, and data interpretation	On-demand
Calibration Services	Monthly calibration of all sensors against reference standards. Drift detection and correction.	Monthly

12.3. Service Level Agreement (SLA) Definitions

The Service Level Agreement specifies the minimum service performance standards that the bidder must maintain throughout the O&M period. These SLAs ensure high system availability, data quality, and rapid response to issues.

SLA Metrics and Targets:

SLA Metric	Target Level	Measurement Method	Impact if breached
Data Availability	Minimum 99% of scheduled data points collected and transmitted per month	Monthly calculation of (actual data points / scheduled data points) × 100	Penalty: 0.5% of monthly OPEX per 0.1% below target
Dashboard Uptime	Minimum 99% availability (max 3.6 hours downtime per month)	Dashboard monitoring system logs showing availability percentage	Penalty: Rs. 2,500 per hour of downtime
System Response Time	API and dashboard response within 2 seconds for 95% of requests	Automated monitoring of response times	Penalty: Rs. 5,000 per day if target not met
Data Transmission Frequency	Real-time data transmitted every 2 minutes from each sensor	Dashboard showing last data received timestamp	Penalty: Rs. 1,000 per sensor per day if delayed
Breakdown Response Time	Respond to breakdown complaint within 4 hours (Tier-1) or 24 hours (Tier-2)	Support ticket timestamp and response timestamp	Penalty: Rs. 5,000 per day delay per sensor
Breakdown Resolution Time	Resolve breakdown within 24 hours (Tier-1) or 7 days (Tier-2)	Support ticket resolution timestamp	Penalty: Rs. 5,000 per day delay per sensor
Monthly Reporting	Submit monthly performance report by 5th of following month	Report submission date record	Penalty: 2% of monthly OPEX if late
Calibration Compliance	Calibrate all 100 sensors every month	Calibration certificate submission	Penalty: Rs. 500 per sensor per month if missed
Sensor Replacement	Replace failed sensor within 14 days of fault confirmation	Replacement completion date	Penalty: Rs. 2,000 per day delay per sensor

12.4. Incident Classification and Response

Incidents are classified into severity tiers based on impact. Each tier has defined response and resolution times:

Tier-1 (Critical Severity):

- **Definition:** Complete system outage affecting >50 sensors, dashboard inaccessible, data loss incident, connectivity network failure
- **Response Time:** Within 2 hours of notification
- **Resolution Time:** Within 4 hours
- **Escalation:** If unresolved within 1 hour, escalate to senior management
- **Penalty:** Rs. 10,000 per hour if SLA missed

Tier-2 (High Severity):

- **Definition:** 10-50 sensors down, partial dashboard functionality loss, data delivery delayed >24 hours
- **Response Time:** Within 4 hours of notification
- **Resolution Time:** Within 24 hours
- **Escalation:** If unresolved within 8 hours, escalate to senior management
- **Penalty:** Rs. 5,000 per day if SLA missed

Tier-3 (Medium Severity):

- **Definition:** <10 sensors down, minor dashboard issues, single sensor calibration drift, temporary connectivity issues
- **Response Time:** Within 24 hours of notification
- **Resolution Time:** Within 7 days
- **Escalation:** If unresolved within 48 hours, escalate to management
- **Penalty:** Rs. 2,000 per day if SLA missed

Tier-4 (Low Severity):

- **Definition:** Configuration issues, documentation requests, performance optimization, minor display problems
- **Response Time:** Within 48 hours of notification
- **Resolution Time:** Within 14 days
- **Escalation:** If unresolved within 7 days, escalate to management
- **Penalty:** Rs. 500 per day if SLA missed

12.5. Penalty Structure for SLA Non-Compliance

The penalty structure is designed to incentivize bidder to maintain high service levels while being proportional to the severity of breach.

Monthly Penalty Calculation:

SLA Breach	Penalty	Cap
Data availability <99%	0.5% of monthly OPEX per 0.1% below target	Max 5% of monthly OPEX
Dashboard downtime	Rs. 2,500 per hour unavailable	Max 5% of monthly OPEX
Response time SLA missed	Rs. 5,000 per incident per day	Max 3% of monthly OPEX
Data transmission delay	Rs. 1,000 per sensor per day	Max 3% of monthly OPEX
Breakdown response SLA missed	Rs. 5,000 per sensor per day	Max 5% of monthly OPEX
Monthly report late	2% of monthly OPEX per week late	Max 5% of monthly OPEX
Calibration not done	Rs. 500 per sensor per month	Max 3% of monthly OPEX

Total Monthly Penalty Cap: Maximum 5% of monthly OPEX payment

Quarterly Penalty Cap: Maximum 10% of quarterly OPEX payment

Annual Penalty Cap: Maximum 20% of annual OPEX payment

Penalties are deducted from the next available monthly payment. If accumulated penalties in a quarter exceed 10%, SCADL may issue show-cause notice to bidder.

Escalation for Repeated Violations:

- If >3 SLA violations in a quarter: SCADL issues show-cause notice
- If >6 violations in a year: 25% Performance Bank Guarantee forfeiture
- If >9 violations in a year: SCADL may terminate contract

12.6. SLA Exclusions and Force Majeure

Certain circumstances beyond bidder's control are excluded from SLA penalties:

Exclusion	Description	Proof Required
Force Majeure Events	Natural disasters (earthquake, flood, cyclone), pandemics, war, civil unrest, acts of God preventing access to sensors	Written declaration with evidence
Scheduled Maintenance	Pre-announced maintenance with 7+ days notice to SCADL	Maintenance schedule and notification
SCADL-Caused Issues	Power outages at SCADL office, network problems on SCADL's network, vandalism or theft of equipment	SCADL confirmation letter
Third-Party Issues	ISP/telecom network failure, OEM component failure, external power supply interruption	Third-party notification or evidence
Sensor Physical Damage	Damage due to vandalism, accidents, tampering by unauthorized persons	Police report or SCADL inspection report

Bidder must notify SCADL within 2 hours of identifying force majeure event. SCADL will review and confirm if SLA exclusion applies. During force majeure, bidder shall continue to provide services to extent reasonably practical and take alternative measures if available.

12.7. Maintenance Schedule

The bidder shall follow a defined maintenance schedule to ensure optimal system performance:

Monthly Maintenance Tasks:

- Calibrate all 100 sensors against reference standards or co-location
- Inspect all sensors for physical damage, fouling, or degradation
- Clean sensor optical elements and inlets if required
- Verify battery backup systems are functional
- Check data transmission connectivity for all sensors
- Review system logs for warnings or anomalies
- Update all software patches and security updates
- Backup all databases and verify backup integrity

Quarterly Maintenance Tasks:

- Comprehensive system audit and performance review
- OEM equipment inspection and servicing
- Dashboard and server hardware inspection
- Network and connectivity audit
- Security assessment and access control review
- Training refresher for SCADL staff on system updates

Annual Maintenance Tasks:

- Complete system performance audit against initial specifications
- All hardware components tested and calibrated by OEM or certified technician
- Comprehensive software security audit
- Backup and disaster recovery test with restoration verification
- Staff training on system enhancements and updates
- Contract renewal discussions and planning for year 2 or 3

12.8. Performance Bank Guarantee (PBG)

PBG Amount: 5% of total contract value (CAPEX + OPEX)

PBG Validity: Valid throughout contract period (CAPEX phase through end of O&M phase) plus 180 days beyond contract expiry

PBG Format: Unconditional bank guarantee from scheduled bank (IDBI, AXIS, ICICI, or HDFC Bank)

PBG Deposit Deadline: Within 7 days of Work Order award

Purpose of PBG: Security against bidder's failure to perform contract obligations and financial penalties

PBG Forfeiture Conditions: SCADL may invoke and forfeit PBG if:

- Bidder fails to commence work within 7 days
- Bidder abandons project midway
- Bidder unable to service contract due to bankruptcy or insolvency
- Cumulative SLA violations exceed 20% in a quarter
- Material breach of contract terms not remedied within 15 days notice
- Bidder becomes insolvent or bankrupt during contract period

PBG Release: Upon contract completion, PBG released to bidder after final settlement of all dues, penalties, and liabilities.

12.9. Monthly O&M Process

The following process shall be followed each month during O&M phase:

Week 1 (Days 1-7 of Month):

- Bidder conducts system monitoring and performs scheduled maintenance
- Any issues or anomalies documented in incident log
- Emergency repairs completed if necessary
- Monthly report preparation initiated

Week 2 (Days 8-14 of Month):

- Bidder submits monthly performance report to SCADL by 5th of next month (deadline)
- Report includes: Data availability %, SLA compliance, incidents and resolutions, maintenance activities, calibration status, any issues identified
- SCADL reviews report and verifies SLA compliance
- Any discrepancies flagged for clarification

Week 3 (Days 15-21 of Month):

- SCADL approves performance report or requests corrections
- Bidder addresses any identified issues or concerns
- Verification of penalty calculations if SLA breached
- Invoice preparation by bidder

Week 4 (Days 22-30 of Month):

- Bidder submits invoice for monthly OPEX payment with supporting documentation
- SCADL processes invoice for payment
- Payment released within 30 days of invoice submission
- Carry-forward of any pending issues to next month

12.10. Monthly Reporting Requirements

Each month, the bidder must submit comprehensive performance report to SCADL by 5th of following month:

Report Contents:

Section	Details
Executive Summary	Overall system performance, key metrics, any critical issues, summary of actions taken
Data Availability	Percentage of data points collected vs. scheduled; Breakdown by sensor if any sensor had gaps; Reasons for any data gaps
Sensor Status	Status of each sensor (operational, maintenance, down); Number of sensors with issues or faults; Resolution status
Dashboard & System	Dashboard uptime percentage; API performance; Database integrity; Backup verification status
Calibration Status	Calibration completion status for all 100 sensors; Any sensors with drift detected; Corrective actions taken
Maintenance Activities	Preventive maintenance performed; Corrective maintenance/repairs; Sensors replaced or repaired; Parts used
Incidents & Issues	All incidents reported during month; Severity level; Response and resolution times; Whether SLA met
SLA Compliance	Summary of SLA performance against all targets; Any breaches and reasons; Penalties calculated if applicable
Training & Support	Any training provided; Support tickets received and resolved; Staff feedback on system operation
Issues & Recommendations	Outstanding issues being worked on; Recommendations for system improvement; Any concerns for next month

Report format: PDF document with tables, charts, and graphs for easy visualization of performance metrics. Minimum 5 pages with supporting data tables.

12.11. Support Helpdesk

The bidder shall maintain a 24/7 support helpdesk throughout O&M period to handle SCADL queries and support requests.

Helpdesk Specifications:

Aspect	Requirement
Availability	24 hours × 7 days per week throughout O&M period (including weekends and holidays)
Contact Methods	Telephone hotline, email support, SMS alerts, online ticket portal
Response Time	Tier-1 issues: Within 1 hour; Tier-2 issues: Within 4 hours; Tier-3 issues: Within 24 hours; Tier-4 issues: Within 48 hours
Escalation	Senior technical staff available for escalation if issue not resolved by initial support
Documentation	All support tickets logged and tracked; Resolution documented; Customer feedback collected
Knowledge Base	Online FAQ, troubleshooting guides, and knowledge base accessible to SCADL staff
Support Team	Minimum 3 technical support staff available at any time; At least 1 senior engineer for escalations

12.12. Transition to Extended O&M (Year 2-3)

Year 1 Completion: At completion of Year 1 O&M, both parties shall review contract performance and system status.

Review Meeting: SCADL and bidder shall conduct formal review meeting to assess:

- Overall system performance against SLAs
- Any major incidents or issues encountered
- Maintenance and repair costs
- Spare parts inventory levels
- Staff training needs
- Any system upgrades or enhancements required
- Planning for Year 2 and Year 3

Contract Renewal: For continuation into Year 2 and Year 3, written confirmation from both parties required 30 days before Year 1 completion. If either party desires to end contract, 90 days written notice provided.

Year 2 and 3 Terms: Remain same as Year 1 unless mutually agreed modifications. PBG validity automatically extends for additional years if contract continues.

12.13. Performance Improvement Plan

If bidder fails to meet SLAs consistently (>3 violations in a quarter), SCADL may require a Performance Improvement Plan (PIP).

PIP Process:

1. **Notice:** SCADL issues formal notice of SLA violations and requests PIP submission within 10 days
2. **PIP Submission:** Bidder submits detailed plan addressing:
 - Root cause analysis of SLA failures
 - Corrective actions to be implemented
 - Timeline for improvement
 - Resource allocation and staffing enhancements
 - Measurement criteria and monitoring process
3. **Review and Approval:** SCADL reviews PIP and approves or requests modifications
4. **Implementation:** Bidder implements approved PIP actions
5. **Monitoring:** SCADL monitors performance during PIP period (typically 30-60 days)
6. **Evaluation:** At end of PIP period, SCADL evaluates if improvements achieved
 - If successful: Contract continues as normal
 - If unsuccessful: SCADL may terminate contract and invoke PBG

12.14. System Decommissioning and Exit

Upon contract expiry or termination, bidder shall properly decommission the system and handover to SCADL or successor agency (covered in detail in Chapter 9: Exit Management & Handover).

Key decommissioning tasks:

- Ensure all data transferred to SCADL in accessible format
- All documentation and manuals provided to SCADL
- All system configurations and procedures documented
- Remove bidder's proprietary software and branding
- Provide transition support for 30 days post-contract end
- Release all passwords and access credentials to SCADL
- Conduct knowledge transfer sessions

12.15. Continuous Improvement

Throughout O&M period, bidder shall continuously seek opportunities to improve system performance and service quality.

Improvement Activities:

- Quarterly review of system performance metrics
- Identification of efficiency opportunities and cost reductions
- Technology updates or upgrades to enhance system capabilities
- Staff training on new procedures and best practices
- Collection of feedback from SCADL staff on system operation
- Recommendations to SCADL for enhancements or modifications

Bidder shall submit quarterly improvement recommendations to SCADL for consideration. SCADL may approve improvements that enhance system value without additional cost.

13. Rights to Accept/Reject any or all Proposals

SCADL reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for SCADL's action.

14. Notifications of Award and Signing of Contract

- i. Prior to the expiration of the period of proposal validity, the bidders will be notified in writing through FAX or email or letter that its proposal has been accepted.
- ii. SCADL shall facilitate signing of the contract within the period of 30 days of the notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Purchase Order/Letter of Acceptance (LOA)/Letter of Intent (LOI), whichever is earlier. All reference timelines as regards the execution of the project and the payments to the Implementation Bidder shall be considered as beginning from the date of issuance of the Purchase Order/Letter of Acceptance, whichever is earlier.
- iii. The notification of award (LOI/LOA/Purchase Order) will constitute the formation of the Contract. Upon the Bidder's executing the contract with SCADL, it will promptly notify each unsuccessful bidder and return their EMDs.
- iv. At the time SCADL notifies the successful Bidder that its bid has been accepted, SCADL will send the Bidders the Pro forma for Contract, incorporating all clauses/agreements between the parties. Within 15 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to SCADL.

Note

- i. Any conditional bid would be rejected.
- ii. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - a. "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail."
- iii. If the Bidder does not accept the error correction, its Bid will be rejected and EMD may be forfeited.
- iv. Bidder must attach valid documents in support to their Pre-Qualification and Financial, Technical capabilities/strength, as mentioned above. Without proper supporting documents, the Bid proposals are liable to be rejected.
- v. 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.
- vi. All the proposed equipment should not be declared End-of-Support by the OEMs for next 6 years from the date of bid submission.
- vii. The Manufacturer's Authorization Form (MAF) is required for any hardware or software component being supplied as part of this project.

Kindly note that the indicative/estimated quantity provided in the RFP would be used for evaluation purposes; however, the payment would be made on actual usage basis

15. Payment Terms

16. Licenses & Warranty / Support

The selected bidder shall be fully responsible for complying with all terms and conditions of this RFP, including supplying all necessary software licenses—perpetual or subscription-based, as applicable—required for the full and uninterrupted operation of the proposed solution. All licenses must be valid, genuine, and include updates, patches, upgrades, and security fixes for the entire contract period.

The bidder shall also provide comprehensive warranty and technical support for all supplied hardware and software for the minimum duration specified in the RFP and ensure adherence to SLA and uptime requirements. Failure to meet these obligations will attract penalties as defined in the RFP

17. Instructions to the bidder

The AMC/SCADL invites reputed firms to submit their proposals in accordance with conditions and manner prescribed in this Request for Proposal (RFP) document.

17.1. Availing RFP Documents

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.

17.2. 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.

17.3. Tender Fee

Bidder should submit the tender fee (INR 18,000) in the form of Demand Draft in Favor of “Smart City Ahmedabad Development Limited” drawn on any scheduled / nationalized bank and payable at Ahmedabad.

17.4. Bid Validity Period

The bid validity period shall be 180 days from the date of submission of bids. In exceptional circumstances, the AMC/SCADL may solicit the Bidder's consent for an extension of the period of bid validity. Any such request by the AMC/SCADL and the response thereto shall be made in writing and such extension of Bid validity period by the Bidder should be unconditional. A Bidder may refuse AMC/SCADL's request for such extension. A Bidder accepting the request of AMC/SCADL shall not be permitted to modify its Bid.

17.5. Proposal Preparation Cost

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 AMC/SCADL to facilitate the evaluation process. AMC/SCADL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. All materials submitted by the bidder shall become the property of the AMC/SCADL and may be returned at its sole discretion.

17.6. Submission of RFP Queries

A prospective Bidder requiring any clarification on the RFP Document may submit their queries, via email, to the following e-mail id.

Email Id for submission of queries: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

The queries must be submitted in the following format only, queries deviating from this format will not be considered:

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:
Sr. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required
1			
2			

17.7. Amendment of RFP Document

At any time before the deadline for submission of bids, the AMC/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, which will form the part of the original bid documents and shall override any contradicting effects in the original bid document.

In order to provide prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the AMC/SCADL may, at its discretion, extend the last date for the receipt of bids.

The bidders are advised to visit the website (n)Procure website (<https://www.nprocure.com/>) on regular basis for checking necessary updates. AMC/SCADL also reserves the rights to amend the dates mentioned in this RFP for bid process.

17.8. AMC/SCADL's rights to terminate the Process

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

17.9. Right to Accept or Reject Any Bid or All Bids

AMC/SCADL reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for AMC/SCADL's action.

17.10. Sealing, marking and submission of Proposal

The proposal documents shall be put in a large envelop having two separate envelopes containing

RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City

1. **1st Envelop:** Duly signed RFP documents, Addenda & Corrigendum if any along with all necessary supporting documents (prequalification checklist & related documents, technical proposal) super scribed as “Proposal Documents.”
2. **2nd Envelop:** Tender Fee & EMD shall be super scribed as “Tender Fee & EMD”

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

Details to be mentioned exactly on sealed envelop	
<u>RFP Details</u> • Notice No.: SCADL_RFP_26-27_3 • RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City Last date of Submission: 27/08/2026 at 1600 Hrs	To, The Chief Executive Officer, Smart City Ahmedabad Development Ltd., Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad: 380007

The Bid must be sent strictly by **Postal Speed Post or Registered Post AD or in person by the representative of the bidder only** on or before the due date. 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.

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

If the envelopes are not sealed and marked as instructed above, the AMC/SCADL assumes no responsibility for the misplacement or premature opening of the contents of the application and consequent losses, if any suffered by the Bidder.

Each Bidder shall submit only one RFP proposal containing documents as below. A bidder who submits more than one RFP under this contract will be disqualified

- (i) Original copy of the tender fee & EMD
- (ii) Pre-qualification criteria related documents
- (iii) Duly signed RFP, Addenda & Corrigendum
- (iv) Technical proposal related documents
- (v) The Bidder shall prepare original set of the Application (together with originals /copies of documents required to be submitted along therewith pursuant to this RFP document) and applicant shall also provide a soft copy on a Pen Drive / USB stick. In the event of any discrepancy between the original and Pen Drive/USB stick, the original shall prevail.
- (vi) 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.
- (vii) No physical copy of the commercial bid to be submitted along with the other bid documents, Commercial bid needs to be submitted online only. If any bidder submits a hard/physical copy of commercial bid, the bidder will be disqualified.

Pre-qualification and technical proposal should be signed by an authorized person of the bidder. The pre-qualification proposal 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 organization to the terms and conditions detailed in this proposal.

Proposals must be direct, concise, and complete. AMC/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. The Chairman, AMC/SCADL reserves the right to accept or reject any or all the proposals without assigning any reason.

17.11. Late Proposal for RFP

Proposal not reaching on or before the specified time limit will not be accepted.

17.12. Language of Bids

The responses prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and AMC/SCADL, shall be written in English language. 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, translation of the same in English language is to be duly attested by the bidder.

17.13. Proposal Submission Format

The entire proposal shall be strictly as per the format specified in this RFP. Bids with deviation from this format shall be liable for rejection.

17.14. Acceptance of Terms & Conditions

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

17.15. Documents to be submitted

Following list is provided as the guideline for submitting various important documents along with the bid.

- (i) Cover Letter
- (ii) Board Resolution / Power of Attorney executed by the bidder authorizing the signing authority to sign/execute the proposal as a binding document and also execute all relevant agreements forming part of RFP
- (iii) Bidders' Particulars as per format given in RFP
- (iv) Certificate of Registration/Certificate of Incorporation
- (v) Audited Financial statements and relevant certificates
- (vi) Copy of Work Order/Work Completion Certificate & Self Declaration
- (vii) GST Registration and Income Tax Certificate
- (viii) MAF
- (ix) Declaration regarding blacklisting in the given format
- (x) Signed & Stamped RFP document along with Addenda & Corrigendum if any
- (xi) Any other document necessary for the bid proposal

17.16. Bid Evaluation Process

17.16.1. Opening of Bids

1. The bids that are submitted online & physically shall be opened online & offline as per date and time given in Proposal Data Sheet, through proper procedure only in the presence of bidders.
2. Financial bid will only be submitted in online mode.
3. Bids shall be opened either in the presence of bidders or it's duly authorized representatives. The bidder representatives who are present shall sign a register evidencing their attendance. Two representatives per applicant shall be permitted to be present at the time of opening the tender.
4. Total transparency will be observed and ensured while opening the Proposals/Bids.

5. SCADL always reserves the rights to postpone or cancel a scheduled Bid opening.
6. Bid opening will be conducted in three stages
 - (i) In the first stage, Pre-qualification Proposals would be opened. The EMD & tender fee of the Bidders will be opened on the same day and time, on which the Pre-qualification Proposal is opened.
 - (ii) In the second stage, Technical Proposals of Bidders who pass the Pre-qualification criteria will be opened.
 - (iii) In the third stage, Commercial Proposal of those Bidders whose Technical Proposals qualify, would be opened.
 - (iv) In the event of the specified date of Bid opening being declared a holiday for SCADL, the bids shall be opened at the same time and location on the next working day. In addition to that, if their representative of the Bidder remains absent, SCADL will continue process and open the bids of all Bidders.

17.16.2. Selection Process for Bidders

1. SCADL will appoint a Technical Evaluation Committee (TEC) to scrutinize and evaluate the prequalification of bidders, technical and commercial bids received. The TEC will examine the Bids to determine whether they are complete and whether the Bid format conforms to the Bid Document requirements. SCADL may waive off any informality or nonconformity in a Bid which does not constitute a material deviation according to SCADL.
2. The evaluation process of the RFP proposed to be adopted by SCADL is indicated under RFP section 12.16.3 below. The purpose of this clause is only to provide the Bidder(s) an idea of the evaluation process that the SCADL may adopt. However, SCADL reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidder(s) of any such change.

17.17. AMC/SCADLs' Rights to Accept/Reject any or all Proposals

AMC/SCADL reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for AMC/SCADLs' action.

17.18. Notifications of consideration for next level

Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by email that it has been considered for the next round.

17.19. Failure to agree with the Terms & Conditions of the RFP

Failure of the bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of selection.

17.20. 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

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- 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.

17.21. Confidentiality

1. The SI shall not use Confidential Information, the name or the logo of the Tenderer except for the purposes of providing the Service as specified under this RFP.
2. The SI shall not, either during the term or 6 months after expiration of this Contract, disclose any proprietary or confidential information relating to the Services, Contract or the network architecture, Tenderer's business plan or operations without the prior written consent of the Tenderer.
3. The SI may only disclose Confidential Information in the following circumstances to a member of the SI's Team ("Authorized Person") with the prior written consent of the Tenderer if:
 - a. the Authorized Person needs the Confidential Information for the performance of obligations under this contract.
 - b. the Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract
4. The SI shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidential agreement with the members of the subcontractors and other service provider's team members to the satisfaction of the Tenderer.
5. The SI shall be responsible for any breach of the confidentiality clause by its antecedents or delegates or its subcontractors.
6. The SI shall notify the Tenderer promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Tenderer.
7. The Tenderer reserves the right to adopt legal proceedings, civil or criminal, against the SI in relation to a dispute arising out of breach of obligation by the SI under this clause.

17.22. Severance

1. 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.

17.23. 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.

17.24. 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.

17.25. Resolution of disputes

1. If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Contract Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavour to settle such dispute amicably.
2. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days], give 15 days' notice thereof to the other Party in writing.
3. In the case of such failure, the dispute shall be referred to the Chairman, SCADL as a first level of arbitration. The place of the arbitration shall be Ahmedabad, Gujarat.
4. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended. The proceedings of arbitration shall be in English language. The arbitrator's award shall be substantiated in writing. The arbitration tribunal shall also decide on the costs of the arbitration procedure.

17.26. Force Majeure

1. The System Integrator shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages or termination for default, if and to the extent that it's delays 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 System Integrator, not involving the System Integrator's fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity.
2. For the SI to take benefit of this clause it is a condition precedent that the SI must promptly notify the SCADL, in writing of such conditions and the cause thereof within 7 calendar days of the Force Majeure event arising. SCADL, or the consultant / committee appointed by the SCADL shall study the submission of the SI and inform whether the situation can be qualified one of Force Majeure. Unless otherwise directed by the SCADL in writing, the SI shall continue to perform its obligations under the resultant Agreement as far as it is reasonably practical and shall seek all reasonable alternative means for performance of services not prevented by the existence of a Force Majeure event.

3. 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.

17.27. Insurance

1. The bidder during the term of this contract undertakes to ensure that they have taken or shall take up all appropriate insurances & shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable at the Tenderer's request, shall provide certificate of insurance to the Tenderer showing that such insurance has been taken out and maintained. Insurance will include employer's liability and workers' compensation insurance in respect of the Personnel of the bidder / bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate.
2. The bidder shall submit to the SCADL, certificate of insurance issued by the insurance company, indicating that such insurances have been taken & certificate has to be submitted by bidder to SCADL. Bidder shall be designated as the 'loss payee' in such insurance policies; bidder shall be liable to pay premium for the insurance policy & shall ensure that each & every policy shall keep updated from time to time till end of contract period. In case of delayed procurement of insurance from selected bidder, all responsibilities will be on bidder before taking the insurance.

17.28. 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.

17.29. Termination

1. The Tenderer may, terminate this Contract in full or in part by giving the SELECTED BIDDER a prior and written notice indicating its intention to terminate the Contract under the following circumstances:
 - a) Where the Tenderer is of the opinion that there has been such Event of Default on the part of the SELECTED BIDDER which would make it proper and necessary to terminate this Contract and may include failure on the part of the SELECTED BIDDER to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract including the following:
 - i. failure to perform the obligations under the Contract.
 - ii. the SELECTED BIDDER and its team have failed to conform with any of the service specifications as set out in the RFP and the Contract.
 - iii. the SELECTED BIDDER has failed to demonstrate or sustain any representation or warranty made

- by it in this Contract, with respect to any of the terms of its Proposal, the RFP and this Contract.
- iv. The SELECTED BIDDER has failed to comply with any terms and conditions of this RFP & the Contract.
 - v. There is an undue delay in achieving the agreed timelines for delivering the services under this Contract due to reasons solely attributable to the SELECTED BIDDER.
 - vi. If it comes to knowledge of the Tenderer that the SELECTED BIDDER or any of their personnel have been involved in any fraudulent or corrupt practices or any other practice of similar nature.
 - vii. Where it comes to the Tenderer's attention that the SELECTED BIDDER (or the SELECTED Bidders' Team) is in a position of actual conflict of interest with the interests of the Tenderer, in relation to any of the terms of the SELECTED BIDDER's Bid, the RFP or this Contract.
 - viii. Where the SELECTED BIDDER's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the SELECTED BIDDER, any failure by the SELECTED BIDDER to pay any of its dues to its creditors, the institution of any winding up proceedings against the SELECTED BIDDER or the happening of any such events that are adverse to the commercial viability of the SELECTED BIDDER. In the event of the happening of any events of the above nature, the Tenderer shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor SELECTED BIDDER and to ensure business continuity.
- b) Where there has been an occurrence of such Event of Defaults, inter alia, as stated above, the SCADL shall issue a notice of default to the SELECTED BIDDER, setting out specific defaults / deviances / omissions and providing a period of fifteen (15) days to enable the SELECTED BIDDER to remedy the default/ deviances / omissions committed. It shall be the responsibility of the SELECTED BIDDER to maintain the agreed Quality of Service, even during the period when the notice for termination of agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of SELECTED BIDDER and Performance Bank Guarantee shall be forfeited, without any further notice.
 - c) **Termination for Insolvency:** The Tenderer may at any time terminate the Contract by giving written notice to the SELECTED BIDDER, without compensation to the SELECTED BIDDER, if the SELECTED BIDDER becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Tenderer.
 - d) **Termination for Convenience:** The Tenderer, may, by prior written notice sent to the SELECTED BIDDER at least 2 months in advance, terminate the Contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Tenderer's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.
- 2. The SELECTED BIDDER may, subject to approval by the Tenderer, terminate this Contract before the expiry of the term by giving the Tenderer a prior and written notice at least 6 months in advance indicating its intention to terminate the Contract.

17.30. Consequences of termination

- 1. In the event of termination of this contract due to any cause whatsoever, the contract with stand cancelled effective from the date of termination of this contract.
- 2. In case of exigency, if the Tenderer gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the SELECTED BIDDER as mentioned in clause – 12.28 (Risk Purchase) unless the Termination is due to any act and/or omission by the reason solely attributable to Tenderer.
- 3. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the SELECTED BIDDER or due to the fact that the survival of the SELECTED BIDDER as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Tenderer through re-

determination of the consideration payable to the SELECTED BIDDER as agreed mutually by the Tenderer and the SELECTED BIDDER or through a third party acceptable to both the parties may pay the SELECTED BIDDER for that part of the Services which have been authorized by the Tenderer and satisfactorily performed by the SELECTED BIDDER up to the date of termination. Without prejudice to any other rights, the Tenderer may retain such amounts from the payment due and payable by the Tenderer to the SELECTED BIDDER as may be required to offset any losses caused to the Tenderer as a result of any act/omissions of the SELECTED BIDDER. In case of any loss or damage due to default on the part of the SELECTED BIDDER in performing any of its obligations with regard to the execution of the scope of work under this Contract, the SELECTED BIDDER shall compensate the Tenderer for any such loss, damages or other costs, incurred by the Tenderer. Additionally, other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the SELECTED BIDDER as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Tenderer and as may be proper and necessary to execute the scope of work under the Contract in terms of the SELECTED BIDDER's Bid, the RFP and this Contract.

4. Nothing herein shall restrict the right of the Tenderer to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Tenderer under law.
5. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
6. Actions pursuant to Termination of Agreement:
7. Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement.
 - a) Neither Party shall represent the Other Party in any of its dealings.
 - b) Neither Party shall intentionally nor otherwise commit any act(s) as would keep a third party to believe that the other Party is still the former Party's service provider, as the case may be.
 - c) Each party shall stop using the other Party's name, trademark, etc., in any audio or visual form.

17.31. 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

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- 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.

17.32. Limitation of liability

- 1. Successful bidder's cumulative liability for its obligations under the contract shall not exceed the contract value.
- 2. If the contract is partially completed, then in such case successful bidder's cumulative liability will not exceed the contract value of remaining/pending work of the contract

18. General Instructions for the Technical Proposal

Bidders have to submit a structured and organized technical proposal, which will be analysed by SCADL/AMC for different compliances with regards to the requirements of the project. Each point listed below must be provided in detail with the necessary supporting documents and assumptions. Information to be included by the bidders in their Technical Proposal is as follows:

1. Understanding of Project Scope – Bidders may also propose any additional scope which they deem necessary to achieve objectives set out for the project
2. Approach & Methodology for successfully implementing SoW.
3. Approach to further train video analytics software / application for achieving incremental % accuracy.
4. Detailing of Project Risks & Mitigation Plan
5. Details on functional aspects of various algorithms used by video analytics software.
6. The EMD may be forfeited:
 - a) If a bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
 - b) In the case of a successful bidder, if the bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time.
 - c) During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - d) During the bid process, if any information found wrong/manipulated/hidden in the bid
7. The successful bidder who is awarded the Work Order shall be required to deposit a Performance bank guarantee @ 5% of the total contract value (the Value of Zo (from table – C of financial bid) in the form of unconditional Bank Guarantee from any scheduled bank in Favor of “Smart City Ahmedabad Development Limited, Ahmedabad (from all Nationalized banks including the Public sector banks - IDBI Ltd. Or Private sector banks - AXIS Bank, ICICI Bank and HDFC Bank) within 7 days of award of work, covering the period of contract and 180 days beyond the contract period. 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.

Annexures:

i. Auditor's/CA Certificate for net worth for Bidder

<<To be printed on CA/Auditors company's letterhead and signed by Authorized signatory.
Incase of Consortium all members are required to submit >>

Date: dd/mm/yyyy

This is to certify that the Annual Turnover from outdoor Air Quality Monitoring Sensors manufacturing or selling or installation and Net-worth as per books and records of

_____ for the following financial years are as under.

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

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

Yours Sincerely,

Signature of Auditor/CA (with official seal) Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

ii. Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on a 300-rupee stamp paper)

Date: dd/mm/yyyy

To
The Chief Executive Officer
Smart City Ahmedabad Development Limited
Command and Control Centre,
Opp. Divan Ballubhai School,
Nr. Sanskar Kendra, Paldi,
Ahmedabad: 380007.

Sub: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

Sir/Madam,

In response to the Tender Ref. No. _____ dated for **Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City**, as an owner/ 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 Central Government / Any State Government / Smart City SPV / PSU/ 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 Central Government / Any State Government / Smart City SPV / PSU/ Supreme Court of India/Any Government Agency in India as on the date of bid submission. Also, there is no any criminal case booked by any Government authority against the bidder in any court as on bid submission date.

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:

iii. Bank Guarantee format for EMD

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

(To be submitted on Rs. 300/- non-judicial stamp paper)

In consideration of the (*Insert name of the Bidder*) submitting the Bid *inter alia* for “**RFP for Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors 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 3 (three) months thereafter. We are liable to pay the guaranteed amount or any part thereof under this BANK GUARANTEE only if SCADL 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 this day of at

Witness:

1	2
Signature	Signature
Name	Name
Address	Address
Designation with Bank Stamp Signature	Designation with Bank Stamp Signature

RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City

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 2023.

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

iv. Format for Performance Bank Guarantee

<< To be printed on Rs. 300/- Stamp Paper >>

IN CONSIDERATION OF Through

SCADL, Ahmedabad (Smart City Ahmedabad Development Limited) for **“Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City”** (hereinafter referred to as the “said work”) on the terms and conditions of the AGREEMENT dated the day 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.

- i. 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
- ii. 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.....

RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City

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

- 1.....
- 2.....

v. Land border sharing declaration

Undertaking as per guidelines published by Ministry of Finance, Dept. of Expenditure, Public Procurement division dated 23.07.2020

(To be submitted by Bidder & Consortium member on 300 Rs Stamp paper)

To,

The Chief Executive Officer
Smart City Ahmedabad Development Limited
Command and Control Centre,
Opp. Divan Ballubhai School,
Nr. Sanskar Kendra, Paldi,
Ahmedabad: 380007.

Sub : RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City.

Dear Sir,

Mr. _____ undersigned authorized representative of **M/s <<Name of Company>>** has read clause regarding restriction on procurement from a bidder of a country which shares a land border with India.

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 quoted product from following OEMs are not from such a country or, of if from such a country, these quoted products OEM have been registered with competent authority. I hereby certify that these quoted products & its OEM fulfils all requirements in this regard and is eligible to be considered for procurement for RFP” Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City”.

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

No.	Item Category	Quoted Make & Model
1.		
2.		

RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City

No.	Item Category	Quoted Make & Model
3.		
4.		
5.		
6.		
7.		
8.		
9.		
.		
.		
N		

Authorized Signatory:

Name:

Designation:

Name of the Bidder/OEM:

Address:

Company Seal:

vi. Document checklist for technical Bid

#	Documents to be submitted	Submitted (Y / N)	(Page No.)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			

vii. Financial Bid Format

INSTRUCTIONS FOR FINANCIAL BID SUBMISSION

- Submit ONLY through nProcure portal. No physical copies required.
- All prices in Indian Rupees (INR) only. Exclusive of GST (18%).
- Prices must be all-inclusive (supply, installation, commissioning, O&M, training) except taxes.
- CAPEX shall NOT exceed 70% of total project cost. OPEX shall NOT be less than 30%.
- If discrepancy between unit price and total price, unit price will prevail.
- Do NOT include taxes in quoted prices. GST and TDS paid by SCADL separately.
- Quote realistic and competitive prices. Abnormally high/low bids may be rejected.

SCHEDULE A: CAPEX COMPONENT

Sr.	Description	Unit	Qty	Unit Price (INR ex-Tax)	Total Amount (INR ex-Tax)
EQUIPMENT & SUPPLY					
1	PM Sensors (PM ₁ , PM _{2.5} , PM ₁₀ , PM ₁₀₀) with accessories per sensor	No.	100		
2	Gaseous Sensors (NO ₂ , SO ₂ , CO, O ₃) per sensor	No.	100		
3	Solar panels per sensor	No.	100		
4	GSM/4G modems per sensor	No.	100		
5	SIM cards (1 per sensor, 3-year data plan included)	No.	100		
6	Mounting structures (poles, frames, fixtures)	No.	100		
7	Power cables, connectors, hardware	No.	100		
SUBTOTAL - EQUIPMENT					
INSTALLATION & COMMISSIONING					
8	Civil works & pole erection per location	No.	100		
9	Electrical earthing & power connections (IS-3043)	No.	100		
10	Sensor installation & mounting per location	No.	100		
11	Pre-deployment calibration (15-day co-location per sensor)	No.	100		
12	Third-party evaluation report per sensor	No.	100		
SUBTOTAL - INSTALLATION					
DASHBOARD & IT					
13	Central dashboard server with database	No.	1		
14	Backup server & disaster recovery	No.	1		
15	Dashboard software license (3 years)	No.	1		
16	API & integration setup	No.	1		
17	Network equipment & UPS	No.	1		
SUBTOTAL - IT INFRASTRUCTURE					
TESTING & TRAINING					
18	System testing & validation	No.	1		
19	Integration testing with SCADL systems	No.	1		
20	5-day staff training for 15+ personnel with materials & certificates	No.	1		

RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City

Sr.	Description	Unit	Qty	Unit Price (INR ex-Tax)	Total Amount (INR ex-Tax)
21	SOPs, manuals & documentation	No.	1		
22	Video tutorials (20+ videos) & guides	No.	1		
23	3-month post go-live stabilization support	No.	1		
SUBTOTAL - TESTING & TRAINING					
TOTAL CAPEX (Excluding GST)					
GST @ 18%					
TOTAL CAPEX (Including GST)					

SCHEDULE B: OPEX COMPONENT (3 YEARS)

Sr.	Description	Unit	Year 1 (12 Months)	Year 2 (12 Months)	Year 3 (12 Months)	Total 3 Years
OPERATION & MAINTENANCE						
1	Monthly sensor maintenance & monitoring	Per Month				
2	Monthly sensor calibration	Per Month				
3	Data transmission charges (SIM, GPRS, 4G)	Per Month				
4	Dashboard & server maintenance	Per Month				
5	24/7 helpdesk & technical support	Per Month				
6	Spare parts & consumables	Per Month				
7	On-site/remote support & travel	Per Month				
8	Database backup & disaster recovery	Per Month				
YEAR SUBTOTAL						
TOTAL OPEX (Excluding GST)						
GST @ 18%						
TOTAL OPEX (Including GST)						

SCHEDULE C: PROJECT COST SUMMARY

Description	Amount (INR ex-Tax)	% of Total	Amount (INR incl. GST)
CAPEX		70% (Required)	
OPEX		30% (Required)	

RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City

TOTAL PROJECT COST		100%	
--------------------	--	------	--

SCHEDULE F: BIDDER DECLARATION

I/We certify that:

Declaration	Confirm
All prices in INR only (no foreign currency)	☐ Yes
Prices exclusive of GST (18%)	☐ Yes
Prices all-inclusive except taxes	☐ Yes
CAPEX NOT exceeding 70% of total cost	☐ Yes
OPEX at least 30% of total cost	☐ Yes
Prices are realistic and competitive	☐ Yes
All calculations are accurate	☐ Yes

Authorized Signatory: _____

Name: _____

Designation: _____

Company Seal: _____

Date: _____

viii. Format to share Bidder's Particulars

Sr. No	Description	Details (to be filled by the responder to the RFP)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	Sales GST registration No.	
11.	Permanent Account Number (PAN)	
12.	Company's Revenue for last 3 years (Year wise)	
13.	Company's Profitability for the last 3 years (Year wise)	

Please submit the relevant proofs for all the details mentioned above along with your Bid response.

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

Details	Authorized Signatory	Contact Person
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

ix. Format to share Bidder details

Information about responding firm / Company		
a.	Registration details under the Companies Act 1956	
b.	No. of years of operation in India in case Indian firms/ No. of years of operation in case of foreign firms	
c.	Location, address and contact details of Network Operating Centre (NOC) if any	
d.	Locations and addresses of offices in Gujarat if any	
e.	Locations, addresses and contact details of offices in Ahmedabad if any	
f.	Turnover (figures as pre last three audited balance sheets are to be provided)	Year-1
		Year-2
		Year-3

Note: Please submit CA Certification for Turnover and Net Worth. Also attach the Auditor Certified financial statements for the last three financial years.

x. PQ: Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on a 300-rupee stamp paper)

Date: DD/MM/YYYY

To

The Chief Executive Officer

Smart City Ahmedabad Development Limited

Command and Control Centre,

Opp. Divan Ballubhai School,

Nr. Sanskar Kendra, Paldi,

Ahmedabad: 380007.

Sub : Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

Dear Sir,

I/We, the undersigned, herewith declare that my/our company (☐ name of the firm ☐) has not been debarred / black-listed by Central / any State Government department in India as on the date of submission of the RFP.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date :

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

xi. PQ and TQ: Financial Capability Statement

(On Statutory Auditor's letterhead)

To

The Chief Executive Officer

Smart City Ahmedabad Development Limited

Command and Control Centre,

Opp. Divan Ballubhai School,

Nr. Sanskar Kendra, Paldi,

Ahmedabad: 380007.

I hereby declare that I have scrutinized and audited the financial statement of M/s_____. The Net worth and the Turnover of the bidder for last three financial year as per audited statement is as under:

Financial year	Net worth (INR Crore)	Turnover (INR Crore)
FY 2023 – 2024		
FY 2022 - 2023		
FY 2021 - 2022		

(Signed and sealed by the statutory auditor)

Date :

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

xii. PQ and TQ: Similar work experience

Note: Bidder will have to provide all required details in supporting documents for.

To,

The Chief Executive Officer

Smart City Ahmedabad Development Limited

Command and Control Centre,

Opp. Divan Ballubhai School,

Nr. Sanskar Kendra, Paldi,

Ahmedabad: 380007.

Sir/Madam,

In response to the Tender Ref. No. _____ dated _____ for RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City, as an owner/ partner/ Director of _____, I/ We hereby declare that presently our Company/ firm _____ has below mentioned similar work experience as required to qualify for this RFP process.

Sr. No.	Project Name	WO issue date	Supporting documents provided
1			
2			
3			

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

Please fill one separate form for each project according to pre-qualification criteria/eligibility criteria.

RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City

Sr. No.	Criteria	Details
1.	Implementer Company	
2.	Customer's Name	
3.	Scope of the Project	Please provide scope of the project in detail, highlight Key Result Areas expected and achieved
4.	Value of Project	
5.	Did the project involve implementation and maintenance	Please provide as much details as possible
6.	Completion certificate	Yes / No
7.	Customer Contact Person's detail	
8.	Name	
9.	Designation	
10.	Email	
11.	Phone	
12.	Fax	
13.	Mailing address	

xiii. PQ : Self-Declaration – Not insolvent

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

Date: dd/mm/yyyy

To,
The Chief Executive Officer
Smart City Ahmedabad Development Limited
Command and Control Centre,
Opp. Divan Ballubhai School,
Nr. Sanskar Kendra, Paldi,
Ahmedabad: 380007.

Sir/Madam,

In response to the Tender Ref. No. _____ dated _____ for RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City, as an owner/ partner/ Director of

RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City

_____, 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 :

xiv. PQ: Self-Declaration – Not convicted in any criminal offense

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

Date: dd/mm/yyyy

To,

The Chief Executive Officer

Smart City Ahmedabad Development Limited

Command and Control Centre,

Opp. Divan Ballubhai School,

Nr. Sanskar Kendra, Paldi,

Ahmedabad: 380007.

Sir/Madam,

In response to the Tender Ref. No. _____ dated _____ RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors in Ahmedabad City, 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. Also, there is not any criminal case booked by any Government authority against the bidder in any court in last 5 years as on bid submission date.

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 :

xv. PQ-6: 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 3 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:

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

xvi. Affidavit

(The affidavit format as indicated below to be furnished on non-judicial stamp paper of Rs: 300 and duly notarized)

Name of work: RFP for Selection of Implementation Agency for Supply, Installation, Testing, Commissioning, Operation, and Maintenance of outdoor Air Quality Monitoring Sensors 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 any of its constituent partners 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:

xvii. PQ: 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,

The Chief Executive Officer

Smart City Ahmedabad Development Limited

Command and Control Centre,

Opp. Divan Ballubhai School,

Nr. Sanskar Kendra, Paldi,

Ahmedabad: 380007.

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/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/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/OEM>> fulfils 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: