

**SPECIAL BRANCH  
POLICE HEADQUARTER, M.P., BHOPAL**

NO. SB / Store/2026-25 ( 326 ), Bhopal, Dated 29-04-2026

**"ONLINE E-TENDER NOTICE "**

E-tender are invited by Assistant Inspector General of Police, Special Branch (G) M.P., Bhopal on behalf of DGP MP Bhopal for the following item on website <https://mptenders.gov.in/nicgep/app>:-


S.No.	Name of Item(s)	Qty.	Tender Fees	EMD (Rs.)	Tender No.
			(Rs.)		
1	Audio Investigating Software	01	10,000/-	3,96,000/-	1 <sup>st</sup> Tender

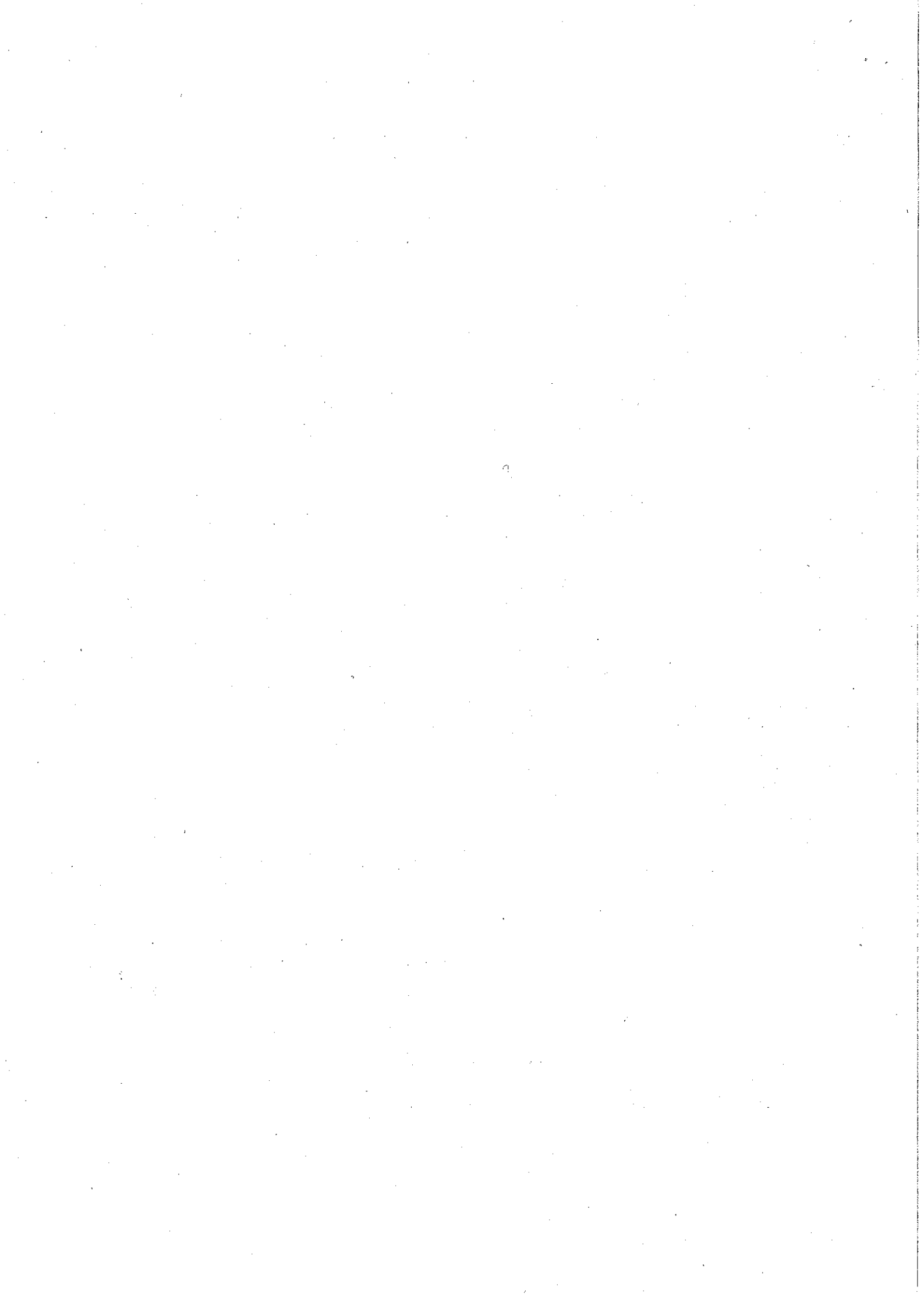
1. Cost of tender document (Tender Fee) is non refundable and cannot be exempted in any condition & **must submit online through website** <https://mptenders.gov.in/nicgep/app>.
2. Tender document can be download from the website of MP Police ([www.mppolice.gov.in](http://www.mppolice.gov.in))
3. Bids shall be submitted online only at MP Tenders website: <https://mptenders.gov.in/nicgep/app>

**4. Tender Schedule :**

No.	Tender Activity	Date & Time
i	E-Tender Publish Date	30/04/2026 at 1400 hrs.
ii	Tender document download Start Date	30/04/2026 up to 1430 hrs.
iii	Submission of written queries - through e-mail: <a href="mailto:aigg-sb@mppolice.gov.in">aigg-sb@mppolice.gov.in</a>	05/05/2026 up to 1700 hrs.
iv	Pre Bid Meeting along with written queries	06/05/2026 at 1200 hrs.
v	Bid Submission Start Date	11/05/2026 at 1000 hrs.
vi	Last date of online e-Tender submission	20/05/2026 up to 1600 hrs.
vii	Bid will be opened on	21/05/2026 up to 1600 hrs.
viii	Demonstration from	Demo date will be announced separately

5. Intending Bidders are advised to visit this website regularly till closing date of submission to keep themselves updated as any change/ modification in the tender will be intimated through this website only by corrigendum /addendum/ amendment.
6. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Technical-Bid the results of their qualification as well Price-Bid opening will be intimated later.

  
D.I.G. of Police  
Intelligence (G) M.P. Bhopal  
Tel. No. 0755- 2443654



विशेष शाखा, पुलिस मुख्यालय  
मध्यप्रदेश भोपाल

NO. SB / Store/2026-25 ( 226 ), Bhopal,

Dated 29-04-2026

"ऑनलाईन ई-निविदा सूचना"

पुलिस महानिदेशक, मध्यप्रदेश की ओर से सहायक पुलिस महानिरीक्षक, विशेष शाखा (जी) पुलिस मुख्यालय, भोपाल द्वारा वेबसाईट <https://mptenders.gov.in/nicgep/app> पर निम्नलिखित उपकरणों के क्रय हेतु ऑनलाईन निविदा आमंत्रित की जाती है:-

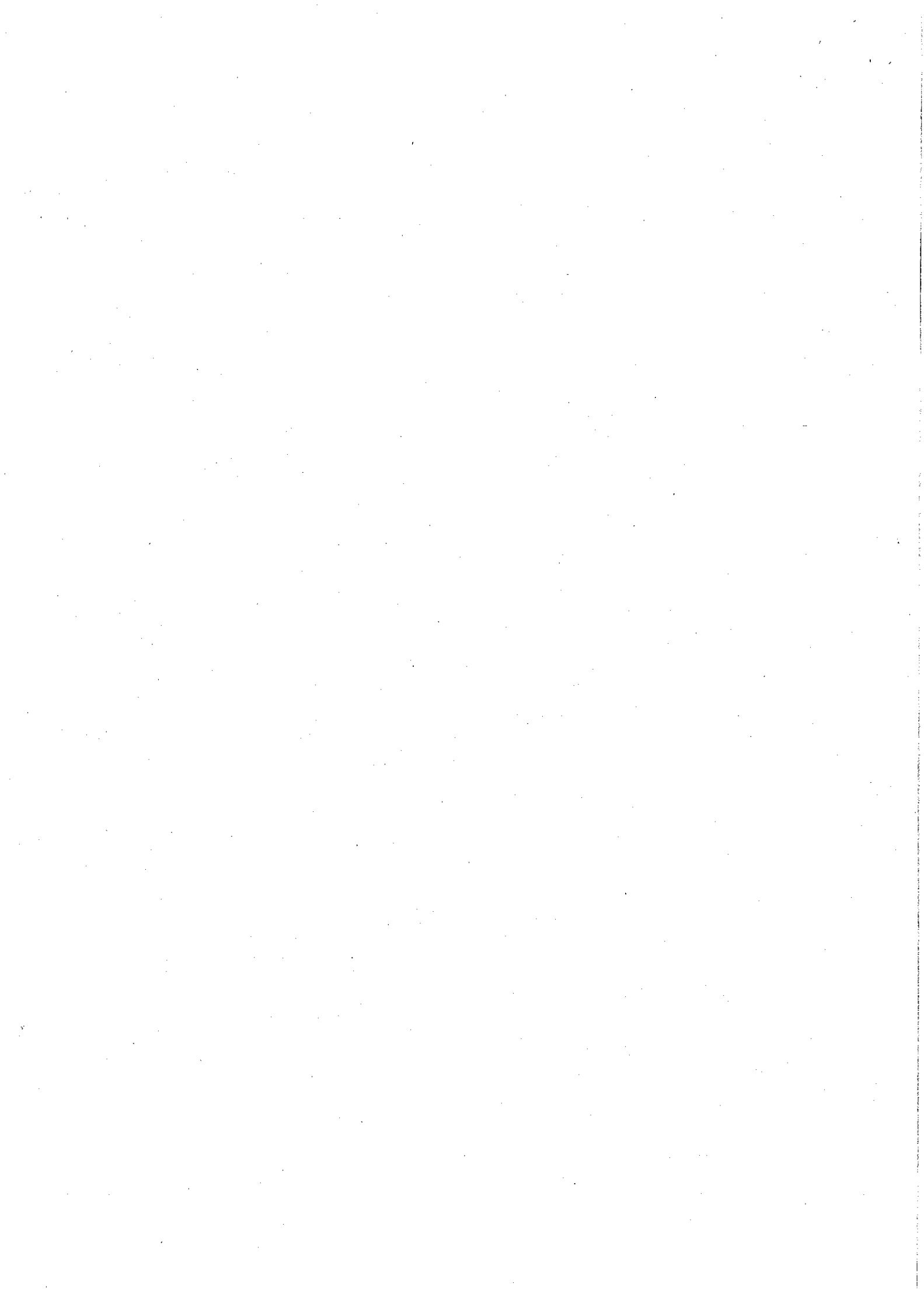
S.No.	Name of Item(s)	Qty.	Tender Fees	EMD (Rs.)	Tender No.
			(Rs.)	Paid Online Through <a href="https://mptenders.gov.in">mptenders.gov.in</a>	
1	Audio Investigating Software	01	10,000/-	3,96,000/-	1 <sup>st</sup> Tender

1. निविदा प्रपत्र ऑनलाईन वेबसाईट <https://mptenders.gov.in/nicgep/app> पर जमा किये जाएंगे।
2. निविदा शुल्क ऑनलाईन जमा करना अनिवार्य है।
3. मध्यप्रदेश पुलिस की वेबसाईट [www.mppolice.gov.in](http://www.mppolice.gov.in) से निविदा प्रपत्र एवं विस्तृत जानकारी डाउनलोड की जा सकती है।
4. निविदा समय सारणी:

No.	Tender Activity	Date & Time
i	निविदा प्रकाशन की दिनांक	30/04/2026 at 1400 hrs.
ii	निविदा प्रपत्र डाउनलोड करने की प्रारंभ दिनांक	30/04/2026 up to 1430 hrs.
iii	Submission of written queries - through e-mail: <a href="mailto:aigg-sb@mppolice.gov.in">aigg-sb@mppolice.gov.in</a>	05/05/2026 up to 1700 hrs.
iv	प्री-बिड दिनांक	06/05/2026 at 1200 hrs.
v	निविदा जमा करने की प्रारंभ दिनांक	11/05/2026 at 1000 hrs.
vi	निविदा जमा करने की अंतिम दिनांक	20/05/2026 up to 1600 hrs.
vii	निविदा खोलने की दिनांक	21/05/2026 up to 1600 hrs.
viii	डिमांस्ट्रेशन दिनांक	Demo date will be announced separately

5. निविदाकर्तागण से अनुरोध है कि निविदा से संबंधित संशोधन, शुद्धि पत्र आदि वेबसाईट पर ही अपलोड किये जायेंगे अतः वेबसाईट पर अद्यतन रहें।
6. निविदा में दर्शाए दिनांक/समय पर निविदा खोली जावेगी, निविदा खोलने के उपरान्त तकनीकी निविदा में योग्य पाए गए निविदाकर्ताओं एवं वित्तीय निविदा की जानकारी वेबसाईट के माध्यम से बाद में सूचित की जावेगी।

उप पुलिस महानिरीक्षक  
गुप्तवार्ता (जी) म.प्र.भोपाल  
दूरभाष कं.-0755-2443654




## GENERAL TERMS AND CONDITIONS OF TENDER

- 1.1. The tenderer should sign the tender form copy, of the general terms and conditions at each page and at the end in token of the acceptance of all the terms and conditions of the tender. Non availability of above tender will be treated as invalid.
- 1.2. Tender form shall be obtained on website [mptender.gov.in](http://mptender.gov.in) and [mppolice.gov.in](http://mppolice.gov.in) and used for each tender by depositing a tender fee paid by online payment through [mptender.gov.in](http://mptender.gov.in)
- 1.3. The Mandatory bid should contain Detail of Tender Fee, Earnest Money, Current Clearance GST certificates, letter of authorization from Original Equipment Manufacturer (OEM), financial status of the vendor. Technical bid should contain duly filled tender documents, technical specifications of item, pamphlet/ catalogue, signed copies of general terms & conditions of the tender. Financial bid should contain price of above said Item/ Equipment etc along with relevant details pertaining to the financial aspect of the bid.
- 1.4. The Bidder should clearly mention the make and model of each quoted items.
- 1.5. The rate/unit, under any circumstances shall not be altered and shall be entered in words as well as in figures. If there is any overwriting or cancellation on the tender, it shall be supported by a full signature and seal of the tenderer.
- 1.6. The Bidder should quote the price of individual items included in all Tenders. The lowest price of each item will be decided separately.
- 1.7. The tender will remain valid for one year from for the date of tender. Conditional tender will not be entertained.
- 1.8. All rates quoted in the tender must be based on free delivery in good condition, securely packed and F.O.R. destination being Stores, Special Branch, M.P. Bhopal or various units in the state. The rates should be inclusive of all taxes. In case of local suppliers, no cartage shall be paid by the Government and the delivery of goods shall have to be given at the premises of the Stores, Special Branch, M.P. Bhopal /District Units during working hours. The supplier shall be required to bear all risks of loss, leakage or damage and shall deliver the goods in good condition to the consignee at the destination mentioned in the order.
- 1.9. Tenderer should be submitted by those firms/dealers who are either Original Equipment manufacturers or suppliers/contractors for those articles/goods/ items etc. who are authorized by the Original Equipment Manufacturers. Tenderer should attach authorization letter of dealership mentioning name of in original from the OEM.
- 1.10. In case of imported equipment, DGFT License should be obtained by firm within a time period of maximum 90 days from the date of purchase order. If the firm fails to obtain DGFT License within stipulated period, department will be free to cancel the purchase order.



- 1.11. In case of imported equipment, their cost and custom duty should be mentioned separately. In case of custom duty exemption from Govt. of India, the certificate can be provided for the same by department. Tenderers must ensure that items are custom duty exempted or not as per serial no. 20(a) of specific clause of Notification No. 39/96-Cus dated 23-07-96 (under which CDEC is being sought)
- 1.12. Rates of Goods/Items must be mentioned in Indian Currency only. Department shall not be responsible for any variation in the rates of foreign currency vis-a- vis Indian currency. No correspondence in this regard will be entertained.
- 1.13. Technical bid should include information related to all the specification sought. It should also contain company brochures of all equipments /Items applied for, and should have the relevant technical documents issued by the manufacturer in support of specification asked for.
- 1.14. Tenderer shall submit the deviation chart in relation to the specification of all Equipments/Items asked for.  
Tenderer must submit the details of compliance of specifications of proposed item along with the name and make of models quoted in tender for supplies. For this purpose, a compliance sheet indicating page numbers of specification of proposed item with categorical 'Yes' or 'No' be mentioned.
- 1.15. No certificate will be provided to import any equipments/items for demonstration purposes.
- 1.16. **Demonstration Programme:** Demonstration of the items will be held in **S.B. PHQ Bhopal** on as prescribed dates in tender time line.
- 1.17. The tenderer shall be deemed to have carefully examined the condition / specifications etc. of the goods to be supplied. If tenderer has any doubt regarding the meaning of any portion of these conditions, tenderer shall before submitting his tender / quotation, refer to the AIG (G), SB PHQ, Bhopal M. P. at email i.d :- aigg-sb@mppolice.gov.in and get clarification
- 1.18. Only the Technical Bid will be opened on the date indicated for Tender opening. Price bids of only those firms will be considered for opening whose offers are complete in all respect and fulfill the requirements as per specification. However, purchaser reserves the right to cancel, reject the tender without assigning any reminder.

## **2 Eligibility Criteria:-**

- 2.1 The prime bidder should be a firm registered in India having its office anywhere within the territory of India. Prime bidder must be an OEM (Original Equipment Manufacturer) or must be authorized by OEM to participate in bid.
  - 2.2 The Bidder/OEM/Group company should have experience of supply of required items for at least 3 Years in the last 5 Years. Copy of purchase order in favor of the tendering firm with respect of supply of required items from any Govt./PSU/ should be enclosed at least 3 years in the last 5 Years.
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- 2.3 Average annual financial turnover during last 3 year ending 31 March of the previous financial year to be at least 50% of the Estimated Project Cost.
- 2.4 Firm Should not have been black-listed by any Govt./Semi Govt. Organization or PSU. Tenderer should provide non blacklisting certificate for last THREE years. The certificate should state clearly that the proprietor (in case of Propriety firm), all directors (in case of a Company), all partners (in case of Partnership firms and also Limited Liability Partnership firms) of the present firm (which is taking part in the tender process) have not been part of any company/firm which has been blacklisted with these individuals as incumbents in office of the blacklisted firm.
- 2.5 Tenderer(s) shall submit GST Registration number certificate. along with the online tender, without which the tender may not be considered.
- 2.6 Tenderer shall have to deposit firm registration number certificate with names and addresses of proprietor/partner/Director etc. Also e-mail address of firm is to be furnished.
- 2.7 Only those Firms which are manufacturer (OEM) or first and genuine authorized distributor/dealer/agent of the OEM are eligible to quote in the tender.
- 2.8 The authorized distributor/dealer/agents quoting on behalf of their foreign principal would be treated as Indian agent.
- 2.9 Authorized distributor/dealers/ agent should attach a certificate from the principals assuring their association for at least next 03 years from the date of tender opening, so that servicing support will be available at the authorized service center for next 3 years.

### **3. Conditions Governing the Contract: -**

- 3.1 The quantities shown in the tender notice are approximate and can be increased/decreased as per the requirement. The supplies shall be made according to the requirements of the department.
  - 3.2 The Director General of Police reserves the power to relax or exempt any of the conditions of the tender for the reasons recorded for granting such exemption/relaxation.
  - 3.3 Procurement will process as per GOP 151/22 and Sate purchase and procurement rule-2015 as amended 2022.
  - 3.4 If tenderer is in a position to quote for supply of the entire quantity in accordance with the requirements stated in the attached Appendices to the Tender, all documents attached herewith should be duly filled in, signed and submitted online.
  - 3.5 Purchaser reserves the right to load part quantity on L-2 firm, if it is established that L-1 firm does not have full capacity to supply the entire tender quantity subject to L-2 firm matching L-1 rate on counter offer. If L-2 firm fails to match counter offer, the same may be made to L -3 and so on.
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#### **4. Purchaser's Discretion: -**

- 4.1 The contract of supply can be repudiated at any time if the supplies are not made to the satisfaction of the Director General of Police, MP.
- 4.2 The Director General of Police, MP, Bhopal reserves the right to accept any tender, not necessarily the lowest tenders and reject any tender without assigning any reasons thereof. Orders can be placed for the whole or part of the quantity at the discretion of the Director General of Police, M.P., Bhopal.

#### **5. Earnest Money Deposited (EMD)**

- 5.1. Exemption from depositing earnest money to MSME SSI units and Start up of the State of Madhya Pradesh as per rule 14.1 of Store Purchase and Service procurement rule-2015 as amended 2022 is applicable. If firm is registered as MSME SSI units and Startup in Madhya Pradesh state as OEM of quoted product.
- 5.2 If such MSME/SSI unit quotes for such product which is not manufactured by registered firm will not be exempted from EMD submission.
- 5.3 Earnest money to be submitted online as per tender condition.
- 5.4 No adjustment of earnest money against pending bills amount will be allowed. The tenders received without earnest money or with less than prescribed earnest money will not be considered.

#### **6. Bidder Statement**

- 6.1 Tenderers should submit their performance statement in the enclosed Proforma attached at **Appendix- 4** of Tender Enquiry.
- 6.2 The decision on the assessment of the past performance of the bidder by the purchaser will be final. (To be modified/amended on case-to-case basis as per requirement).

#### **7. Two Bid System**

**Tenderers are required to submit their offers in two bid system online as under: -**

- 7.1 **Technical Bid:-**First Cover Should Contain the Scanned Copies of self attested document in Pdf Files as follows:-
- 7.1.1 Technical bid along with its specification leaflets, brochure, if any Composition of technical bid like
- 7.1.2 All the appendices duly signed on each page by the tenderer.
- 7.1.3 Proof for payment of Tender document Cost (Tender Fee)/ Earnest Money Deposit /EMD Exemption Certificates
- 7.1.4 Certificates like Registration certificate, GST NO, PAN No etc, **Appendix-1 & 4**
- 7.1.5 The Tenderer must submit Authorization certificate (in original) from OEM, as per Technical Specification attached here with.
- 7.1.6 Tenderer should provide an Undertaking of authenticity of electronic equipment's supplies (in original) from OEM Certificate
- 7.1.7 Financial details like Proof of Annual Turnover, Net Profit.
- 7.1.8 Tender Acceptance Letter in lieu of signed copy of tender document /RFP and also Letter of authorization to submit bid, if bid is being submitted on

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behalf of company.

- 7.1.9 Technical specification compliance data sheet.
- 7.1.10 Any other relevant document which the firm wishes to submit.

## **7.2 Financial BID**

### **Second Cover Should Contain the Following: -**

- 7.2.1 Price, bid / Financial Bid to be submitted as per financial Bid **Appendix-12**
- 7.2.2 Tenderer will attach copies of Govt Notification in support of all applicable Taxes/Duties quoted in the offer (in PDF format).
- 7.2.3 The rate / unit must not under any circumstances be altered and the rates must be entered in words as well as in figures.
- 7.2.4 Price Bid will remain valid for one year from for the date of tender.

## **8. Tender Sample:-**

- 8.1 Samples of the items whose cost is more than Rs.50,000 (Rupees Fifty Thousand only) need not be submitted. Instead, Presentation/Demonstration of these items may be mandatory at a date and place as intimated for this purpose.
- 8.2 The number of samples required for destructive testing has to be supplied by the supplier in addition to the quantity mentioned in the purchase order, at its own cost, as per the testing norms. The samples shall be picked up randomly for testing purpose.

## **9. Price Bids and Ranking of Financial Bids:**

- 9.1 The tender will be decided on the basis of total cost, (Inclusive of all taxes and any other costs) **Appendix-12**
- 9.2 Successful bidder will have to mention the basic price and tax amount separately at the time of submission of the bill
- 9.3 In Case of any tax related dispute relating to GST the decision of GST Department will be final and binding, on the bidder.
- 9.4 Statutory variation in the rate of GST, taking place between the closing date of tender and the due date of original delivery shall be to the Buyer's account. For claiming any change in price due to such Statutory variation, the seller shall have to lodge claim before the Buyer providing documentary evidence of change in rate of GST taking place after the closing day of bid submission and original due date of delivery. Buyer shall issue necessary amendment in the contract to enable generation of supplementary invoice or revised invoice as the case may be.
- 9.5 No increase in price on account of statutory increase in the rate of GST taking place during the period of delivery period extension with liquidated Damages shall be admissible. Nevertheless, the Buyer shall be entitled to the benefit of any decrease in price on account of reduction in GST taking place during extended delivery period.

## **10. Correspondence Procedure & Clarifications :-**

- 10.1 Any query/ Clarification/ Representation related to this Tender will be

addressed to AIG (G), SB PHQ Bhopal at his e-mail address:-aigg-sb@mppolice.gov.in (To be modified/Amended on case-to-case basis as per requirement)

- 10.2 Tenderers are requested to write full name and designation of authorized signatory on all the correspondence to be made with the purchaser.
- 10.3 Firm should intimate any change in their Address/Telephone/Fax/e-mail immediately. The state of non-communication with firm at any stage will make the offer/contract liable for rejection and cancellation respectively.
- 10.4 In case of any contradiction noticed in Tender Enquiry the same will be, communicate to AIG(G), SB PHQ, Bhopal at his e-mail address:-aigg-sb@mppolice.gov.in

**11. Price:**

- 11.1 The per unit rates should be exclusive of all taxes but taxes (GST) should be mention Separately in the tender. All rates quoted in the tender must be based on free delivery in good condition, securely packed for different FOR destination across M.P. specified in **Appendix- 12**
- 11.2 Tenderer should quote the base price of the quoted item and leviabale taxes separately. If not mentioned separately, the quoted price shall be assumed as inclusive of all taxes.

**12. Performance Security:-**

- 12.1 Completion of tender procedure, successful bidder will be issued purchase order.
- 12.2 After the final decision of the tender, the earnest money of tenderers whose tenders have not been accepted, shall be refunded. The successful tenderer will have to submit 3% of the total cost as performance guarantee in the form of Bank Guarantee valid for two month beyond required warranty period on Stamp paper/duty of Rs. 0.25 % of total value of purchase order or maximum Rs. 25000/- according to the article 13 in the Indian Stamp act 1899.
- 12.3 The period of warranty will start from the last date of supply of goods to destinations as per FOR.
- 12.4 After receipt of Performance Security Deposit - EMD will be returned.
- 12.5 If successful tenderer applied for extensions of supply period, validity of performance Guarantee will have to be extended by such period. Failure of this will result in for forfeiture of Performance Security.
- 12.6 After satisfaction of buyer the Performance Security Guarantee will be returned after warranty period and deduction of any dues, what so ever.

**13- Dispatch Instructions and Documentation: -**

The Tenderer shall intimate the purchaser, the mode of transport and probable date of delivery of consignment by e-mail within seven (07) working days in advance.


**14- Packing & Marking: -**

- 14.1 The successful tenderer shall arrange supplies of goods in the specific terms and conditions of the supplies to destinations, with installation within **45 days** of issue of supply order.
- 14.2 All goods / materials supplied shall be new and of best quality and as per Requirement/Specification.
- 14.3 The tenderer shall be responsible for the proper packing of the goods so as to avoid damages under normal conditions of transport by sea, rail, road or air and for delivery of the material in good conditions to the consignee at destination. In the event of any loss, damage, breakage, leakage or any shortage tenderer shall be liable to make good of such loss and shortage found at the time of checking/inspection of the materials by the consignee, No extra cost on such account shall be admissible to him.

**15 Pre-Delivery-Inspection:**

- 15.1 The Director General of Police, MP Bhopal or his duly authorized representative shall have reasonable time access to the suppliers premises and shall have the power at all reasonable time to inspect and examine the materials and workmanship of goods.
- 15.2 The tenderer shall invariably furnish complete address of the premises of his office, godown and workshop, together with full name and address of the person who is to be contacted, for the purpose where inspection can be held.

**16- Delivery of Stores:**

- 16.1 In case of goods other than those of the approved quality, make or size are supplied, they will be rejected and will have to be replaced within the period prescribed for the completion of the order by the supplier without extra cost. Any expenses or loss caused to suppliers as a result of rejection or replacement of supplies shall be entirely at the tenderer's cost. Any loss caused to the department or any expenses incurred by the department in this shall be recoverable from the tenderer.
- 16.2 The rejected articles must be removed by the tenderer from the FOR Destination within 15 days of the date of information of rejection. If tenderer does not remove rejected articles within 15 days of rejection, tenderer will be responsible for any loss, damage and shortage to such rejected articles. Further, a demurrage charge shall be calculated and counted similar to the penalty clauses, on the cumulative value of the goods rejected and, on a period, calculated from the date of the letter intimating the rejection of sub-standard goods supplied.
- 16.3 Failure of the supplier to collect the rejected goods within six months from the date of intimation thereof, would render such goods liable for forfeiture, and the department shall be free to dispose of such goods in the manner deemed fit by the Director General of Police, MP.
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- 16.4 The supplier shall be required to bear all risks of loss, leakage or damage and shall deliver the goods in good condition to consignees at the destination mentioned in the purchase order.
- 16.5 The goods shall be delivered at the destination in perfect condition. The supplier if so desires, may insure the valuable goods against loss by theft, destruction or damage by fire, flood undue exposure to weather or otherwise. The expenditure thereon shall be borne by the supplier.
- 16.6 In the case of laboratory test of any product, the expenses will bear by the Tenderer.
- 16.7 The supplier shall bear commission charges on remittances made in settlement of their claims.
- 16.8 Neither Railway Receipt will be accepted by VPP nor the Railway Receipt which is freight to pay will be accepted.

**17. Penalty For Delay In Supply and Liquidated Damages (LD)**

- 17.1 If the supplier firm requests for extension of supply period, the purchasing branch will examine it on merit basis and after obtaining approval from purchase acceptance officer, will issue a letter for extension of supply period accordingly. The extension of the delivery period can be done by the purchasing branch on the request of the firm for a maximum of 60 days with late fee deduction only once as per the requirement. If for any special reason the extension of supply period is to be done beyond 60 days, then it will be necessary to obtain the approval of the Director General of Police on the proposal along with justification.
- 17.2 After the expiry of the stipulated delivery period, which include extension period, if any, no item shall be accepted by the department under any circumstances.
- 17.3 No late fee will be deducted on the material supplied within the prescribed period. After this, late fee will be deducted at the rate of 0.50 % percent per week from the value of the supplied material in the extended period. If the period is extended again after the approval of the Director General of Police, then late fee at the rate of 1% percent per week will be deducted from the value of the material supplied during that period. The quantum of late fee shall not exceed 10 percent of the total purchase price. Late fee collection procedure- Appendix-5 of GOP 151/22
- 17.4 If the tenderer is unable to complete the supply or fails to comply with the terms and conditions of the tender within the specified or extended period, the D.G.P , MP shall have the liberty to arrange supply either through re-tender or otherwise. The Director General of Police may give 7 days notice in writing to the approved supplier to make good the failure, neglect or contravention thereof. He may also use the earnest money / security deposit of the contractor to make good such a loss.
- 17.5 The supply period and penalty on purchase order of imported/ foreign goods will be imposed and decided based on the facts & circumstances and nature of



the goods. The Director General of Police reserves the right to take the final decision.

17.6 As per GOP 151/22 penalty will be imposed on non-supplied goods.

**18. Payment Terms:**

18.1 Payments would be made only after the receipt of all the items of each phase as specified in the supply order. In cases where part supply has been made and the supply order has been cancelled because of non-performance/ supply, payment would be made for the supplied items(after deducting penalty of 5% of the value of the non-supplied items).

18.2 Payment will be made subject to availability of budget.

18.3 The successful tenderer shall execute an agreement on non-judicial stamp. If the contract value is upto 50 lacs the applicable stamp value for the contract is Rs. 500/- and if the contract value is above 50 Lacs the execution agreement stamp value may be calculated as 0.1% of the contract value or of such value as may be prescribed by the law on the subject for contract deeds in the prescribed form, within 15 days from the date he/she is informed of the acceptance of his/her tender for the due performance of the contract. In case of failure of the execution of agreement within the specified period, the order shall be liable to be cancelled. The expenses on completion and stamping the agreement shall be borne by the supplier who shall furnish free of charge one copy of the agreement duly executed and stamped to the AIG (G) SB PHQ Bhopal, M.P., the other copy should be without non judicial stamp.

18.4 Any technical issue related to system should be attended within three working day of complaint and equipment should be ready for operation within maximum one week.

**19. Option Clause:**

19.1 Direct or indirect canvassing on the part of entrepreneur or their representatives will disqualify their tenders.

19.2 Tenderer shall not assign or sublet his contract or any part thereof to any other agency

**19.2 Guarantee/Warranty:**

19.2.1 Onsite OEM warranty for the period for Item/Equipment is as per specification

19.2.2 Any Technical issue related to system should be attended within 3 Working Day of complaint and equipment should be ready for operation within maximum one week.

19.2.3 In case of any defect of the Supplied material during the warranty period, it will be necessary to repair within a maximum of one week, otherwise performance guarantee will be deducted by charging penalty of 0.25% of the equipment basic price per day.

**20. Fall Clause:**-Fall clause will be applicable as under: -



The price charged for the stores supplied under the contract by the contractor shall in no event exceed the lowest price at which the contractor sells the subject store or offer to sell store of identical description to any persons/ organization during the currency of this contract with applicable warranty clause.

**21. Right To Rejection:**

- 21.1 If the supplier firm fails to supply goods within stipulated delivery period, the purchase/supply order may be cancelled and the security deposit shall be forfeited by the department. In addition, the supplier firm shall be blacklisted for a definite period to be decided by the department, during which no supply order would be given to the blacklisted firm by the police department.
- 21.2 Upon breach of any of the General Terms and Conditions of contract and breach of the agreement by the supplier it will be lawful for the department to forfeit the Earnest money/ Security Deposit in whole or part, or impose such penalty as deemed fit and recover the same from the Security Deposit or from any other payment to be made to the supplier or in any other manner as the deemed fit by the department, but without prejudice to right of the department to recover any further sum of money as damages from the supplier.

**22. Risk Purchase clause:**

In the event of failure of the supplier to deliver or dispatch the stores or provide the required services within the stipulated date/period of the supply order/ Purchas order, or in the event of breach of any of the terms and conditions of the supply order, the purchaser will have the right to purchase the subject store from elsewhere at the risk and cost of the defaulting supplier after giving a notice to the defaulting supplier. The cost as per Risk Purchase exercise may be recovered from the bill pending with the supplier even against any other supplies outside this contract or even from the pending bills with any other Police Units of Madhya Pradesh.

**23. Force Majeure Clause :-**

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed or becomes impossible or unlawful by reason of any war, hostility, acts of public enmity, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to "events") provided, notice of the happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the

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decision of the Purchaser as to whether the deliveries have been so resumed or not, shall be final and conclusive, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the contractor at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the purchaser may deem fit excepting such materials, bought out components and stores as the contractor may with the concurrence of the purchaser elect to retain.

**24. Termination of Contract:**

Time shall be the essence of the contract. The Purchaser shall have the right to terminate this Contract without any notice in part or in full in any of the following Circumstances: -

- 24.1 The delivery of the material is delayed for causes not attributable to Force Majeure after the scheduled date of delivery.
- 24.2 The Seller is declared bankrupt or becomes insolvent.
- 24.3 In case Performance Security is not furnished within 15 days from the date of issuing of Purchase order
- 24.4 If supplied stores does not pass the desired specification during inspection.

**25. Law Governing The Contract:**

In case of any dispute, the arbitration shall rest with the D.G.P. or any authority nominated by him. The decision of the Director General of Police shall be binding upon the tenderer.

**26. Effective Date Of Contract:**

The time allowed for carrying out the supply will start from the day of issue of written supply orders (Purchase Order) for supply of store in accordance with the schedule indicated in the tender documents

**27. Performance Clause:**

In case the supplier fails to abide by the terms and condition; or to maintain the required technical/operational staff/equipment; or there is change in it production/service line affecting its performance adversely, or fails to cooperate; or there is repeated non- performance or performance below specified standards (Including after sales services and maintenance services)- in all such cases the department shall blacklist the vendor firm for a specified period as deemed fit by the Competent Authority. This action shall be in addition to any monetary claim due to be realized from the vender.



28. **Grievance Resolution Clause:**

A Grievance arising directly between the Firm and the Department concerning the interpretation, application or alleged violation of the agreement shall be originated at the level of the Firm CEO/head within 14 calendar days following the circumstances giving rise to the grievance. All such grievances shall be addressed to DGP MP for their resolution.

29. **Dispute Resolution Clause:**

Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this tender/contract or the validity or the breach thereof shall be settled under Indian Laws through civil courts having seat at Bhopal, MP.

30. **Indemnification Clause:**

The participating Vendor/Firm agrees that in case of award of contract to Vendor/Firm, they shall hold harmless and indemnify the tendering Department (including its officers/incumbents) from any and all losses, liabilities, deficiencies, costs, damages and expenses, arising out of Vendor's/Firm's negligence, whether it be sole or in connect with others, in connection with performance of the services described herein. The maximum aggregate liability of the tendering department shall not exceed the portion of the purchase price of work/product paid by the department hereunder. In no event shall the Vendor/Firm be entitled to recover consequential or punitive damages resulting from a breach or violation of this Agreement.

**APPENDICES (To be filed & submitted by tenderer)**

Appendix-1	Check List
Appendix-2	Tender Form
Appendix-3	Technical Specification Compliance
Appendix-4	Tender Application Form
Appendix-5	Declaration
Appendix-6	Undertaking of Registration Numbers
Appendix-7	Tender Form (Authority Letter from OEM)
Appendix-8	Tender Form (Commitment Letter for support from OEM)
Appendix-9	Tender Form (Tender Acceptance Letter)
Appendix-10	Tender Form (Price Bid Undertaking)
Appendix-11	Tender Form (BG Performance)
Appendix-12	Tender Form (BOQ)



## **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the MP TENDERS Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the MP TENDERS Portal, prepare their bids in accordance with the requirements and submitting their bids online on the MP TENDERS Portal.

More information useful for submitting online bids on the MP TENDERS Portal may be obtained at: <https://mptenders.gov.in/nicgep/app>

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://mptenders.gov.in/nicgep/app>) by clicking on the link "**Online bidder Enrollment**" on the MP TENDERS Portal **which is free of charge**.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the MP TENDERS Portal.
- 4) Upon enrolment, the bidders will be required to register **their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage)** issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the MP TENDERS Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the MP TENDERS Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the MP TENDERS Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.



## PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "Online" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 5) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage



encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to MP TENDERS Portal in general may be directed to the 24x7 MP TENDERS Portal Helpdesk.

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**Check List**  
(To be submitted with First Page in Technical Bid Compulsory)

Name of Firm :

Name of Item :

S. No.	Description	Details	Page No.
1	Tender Form		
2	EMD (Online)		
3	Tender Fee (Online)		
4	Acceptance of all terms & Conditions of the Tender		
5	Technical Bid		
6	Financial Bid		
7	Firm's Registration & Certificate Date		
8	GST No & Certificate (Last Financial Year)		
9	PAN Card & Detail		
10	Income Tax Return certificate of Last Three Year		
11	Turnover - Last Three Financial Year (Attach only CA Certificate)		
12	Authorization /OEM Cert. of the item		
13	Previous Supply order as per GTC		
14	Spec. Compliance Sheet		
15	Non-Blacklisting Certificate for Last 3 Years as per GTC		
16	Under Taking for deduction TDS etc.		

Seal and signature



**MADHYA PRADESH POLICE HEADQUARTER, BHOPAL**

Tender Notice NO. SB /Store/2026-25 (                      ), Bhopal, Dated        -04-2026

**TENDER FORM**

- (i) Tender for supply of -----  
(Mention the name of the articles for which the tender is submitted)
- (ii) Name and full address of the Firm submitting the tender.
- (iii) Address to :- The Asstt. I.G. of Police, Special Branch (G), M.P., Bhopal.
- (iv) Reference :- This is with reference to tender No. .... Date .....
- (v) Tender fee amount of Rs ..... and Earnest Money Deposit (EMD) amount of Rs. .... has been deposited vide Online Payment (UTR No..... Date ..... ) is enclosed herewith shown in the Tender notification published in various news papers and [www.mpolice.gov.in](http://www.mpolice.gov.in) and online **website** <https://mptenders.gov.in/nicgep/app>
- (vi) We agree to abide by all conditions mentioned in Tender Notice No. ....  
Specific by the Asstt. I.G. of Police, Special Branch (G), M.P., Bhopal and also the General Terms and conditions as annexed with said Tender Notice and as given in the attached sheets, all the pages of which have been signed in the margin by us in tokens of our acceptance of the terms and conditions, therein.
- (vii) Mention the name of the article and its quantity of which tender is submitted rate quoted should be in figures as well as words. Rates of the articles should be shown in financial bid only not in technical bid.
1.  
2.  
3.
- (viii) We further agree to deliver mentioned stores within a period of ..... days from the date of the receipt of firm order.
- (ix) We confirm the rates quoted above are valid up to One Year from the date of submission of tender.
- (x) Agreed to abide by terms and conditions laid down for NIT No.-.....dtd:        - 2025.  
Yes/No
- (xi) Signed on each pages as a token of acceptance of terms & condition laid down for NIT No. F-  
/2025 Dated                      /        /2025  
Date :  
Place:

Signature of the Proprietor/Manager  
Representative of the firm on  
behalf of the Firm giving tender



**Technical Specification Compliance**  
**(On the Letterhead of the OEM & Firm)**  
 (To be enclosed with Technical bid)

- 1 Name of Item .....
- 2 Make / Model .....
- 3 Name of Manufacturing .....  
Company
- 4 Production Year of the item .....

**Statement of Technical Specification Compliance**

1- Audio Investigation Software Software – 01 QTY

Sno	Specification	Compliance in value	Weather Compliance Yes/ No	Actual proposed Specification (mentioning Make & Model of the item)
<b>1. Specification for Audio Investigation Software</b>				
1	Speech Analysis Software shall operate using standard multimedia hardware.			
2	Speech Analysis Software shall provide comprehensive features for speech recording, analysis, feedback, and measurement.			
3	The software shall be suitable for teaching, research, voice measurement, clinical feedback, second language articulation, and forensic applications.			
4	The software shall include a library of pre-written macros, with user capability to create custom macros. Macros shall support automation of tasks such as simulating phone signal conditions and demonstrating spectral changes.			
5	All functions of the software shall be adjustable to meet advanced research needs, including configurable spectrographic analysis with multiple filter bandwidths, window weightings, scaling, color, pre-emphasis, and dynamic range.			
6	The software shall have the following features: <ul style="list-style-type: none"> <li>• Support for any sampling rate during capture and playback</li> <li>• Capability for up to eight data channels</li> <li>• Read/write compatibility with CSL and WAV file formats</li> <li>• Support for complete IPA (International Phonetic Alphabet) symbols</li> <li>• Editing capabilities including cut, paste, filter, and append</li> <li>• Integrated Help and tutorials</li> <li>• Analytical tools including pitch extraction, LPC, glottal event markers, FFT, formant history, spectrograms, and energy tracking</li> <li>• Logging of cursor values</li> <li>• Macro functions for process automation</li> <li>• Learn mode for step memorization</li> <li>• Tagging support with signal storage</li> <li>• Full-featured analysis and editing commands</li> <li>• 32-bit, MDI-compliant architecture for optimized performance</li> <li>• Add-on software support for chain of custody</li> <li>• Ability to generate Seizure Memo in PDF format, including seizure date</li> </ul>			
7	The software shall be supplied with a compatible data workstation and printer.			
8	The software shall support noise reduction and audio enhancement features for improving clarity of degraded or low-quality recordings.			
9	The software shall support time-stretching and pitch-shifting without altering audio quality for playback and analysis.			
10	The software shall include tools for speaker segmentation and speaker			

Sno	Specification	Compliance in value	Weather Compliance Yes/ No	Actual proposed Specification (mentioning Make & Model of the item)
	identification/tagging.			
11	The system shall support visual waveform and spectrogram synchronization for cross-verification during playback.			
12	The software shall support import/export of transcription and annotation files in industry-standard formats.			
13	The solution shall include audit trail capabilities for all processed audio, ensuring forensic validity and traceability.			
14	The software shall support encryption and secure file handling for sensitive audio recordings.			
15	The solution shall be compliant with legal standards for admissibility in court.			
16	The system shall allow remote access or secure network-based operation for multi-user environments.			
17	The system shall include a speaker, microphone, and high-quality headphones.			
18	The system shall be bundled with GoldWave software and Format Factory software.			
19	<p><b>Multilingual Audio Support</b> The software shall support analysis of multilingual audio, including tone languages, dialects, and accented speech.</p> <p><b>Support for Real-time Analysis</b> The software shall offer real-time visualization of waveform, spectrogram, pitch, and formant data during live recording.</p> <p><b>Automated Transcription Support</b> The software shall integrate or support third-party speech-to-text APIs or engines for automated transcription of audio files.</p> <p><b>Compatibility with Mobile Devices</b> The system should support data import/export from mobile recording devices and common cloud storage platforms.</p> <p><b>Data Backup &amp; Recovery Features</b> The software shall include automatic backup and recovery options for ongoing projects and configurations.</p> <p><b>User Access Control</b> The system shall allow role-based access control for different user levels.</p> <p><b>Multiplatform Support</b> The software should be compatible with multiple operating systems, including Windows and Linux.</p> <p><b>Periodic Updates &amp; Upgrade Notification</b> The software provider shall offer version updates and notify users about major feature changes or improvements.</p>			
21	The solution shall include a 03 year warranty and support package.			
22	The provider shall deliver a minimum of 2 days of functional training.			

## POLICE HEAD QUARTER, MADHYA PRADESH, BHOPAL

## Tender application form

(To be enclosed with Technical Bid)

(To be filled up by the tendrer)

1	Name & Full Address of the firm:	
2	Registered Office with Address (Copy of registration certificate of firm may be enclosed)	
3	Income Tax PAN Number	
4	GST Number and Certificate (Last Financial Year)	
5	Whether proprietorship / limited company or Pvt. Ltd. or partnership	
6	If Single Proprietor, Name & Address of the Proprietor.	
7	If Partnership Firm, Name & Address of the Partner.	
8	If Private limited or Public company, then name & Address of directors.	
9	Whether you have any shop or establishment in M.P. If so detailed Addresses of the same.	
10	Name & Addresses of the persons who will face represent the firm while dealing with the Police Head Quarters. (For Signing documentation and demonstration will be authorize by the OEM or Bidder)	
11	Turnover for the Last Three Financial Years. 2022-23 2023-24 2024-25 (Attach only CA certificate with UDIN No.)	
12	Supplies to Govt. Department in Last Five Financial Year as per GTC	



SIGNATURE OF THE TENDRER WITH SEAL

Following Declaration duly filled in must be enclosed with the “Technical Bid” as given below :-

**::DECLARATION OF ACCEPTANCE OF TENDER TERMS & CONDITIONS ::**

I, (Name of M.D./ Proprietor of firm) \_\_\_\_\_ son of Sri \_\_\_\_\_ of M/s \_\_\_\_\_ (Name of firm and full Address) have read all the Terms and Conditions of the tender given above. These are acceptable to me. Earnest Money Paid Online of Rs \_\_\_\_\_ (In words)

I \_\_\_\_\_ (Name of M.D./Proprietor of firm ) son of Shri \_\_\_\_\_ of M/s \_\_\_\_\_ (Name of firm and full Address) **certify that** we are registered and experienced firm for this work and manufacturing/ trading since \_\_\_\_\_ (date). We also certify that we are not black listed by any state or central Govt./University/Bank/Corporation/Autonomous institute etc. Each page of tender documents is duly signed with seal by us. We undertake to adhere the ethical commitment as required in this tender mandated by the law.

Place : \_\_\_\_\_

Date : \_\_\_\_\_

**Signature** \_\_\_\_\_

**Name** \_\_\_\_\_

**& Seal of the Tenderer (Supplier)**



( On the Letterhead of the Participant bidder firm/ Company)

Undertaking of Registration Numbers

I \_\_\_\_\_ S/o Shri \_\_\_\_\_ Resident of

Being Director / Proprietor / Partner of M/S \_\_\_\_\_ GST Registration  
No. is \_\_\_\_\_ Income Tax PAN No. is \_\_\_\_\_ Hereby give consent to the  
office of Assistant Inspector General of Police, (General) Special Branch, Police Headquarter  
Bhopal to deduct from our Bills whatever Amount is payable by us on account of the necessary Tax  
dues .

Place :- \_\_\_\_\_

Date :- \_\_\_\_\_

Signature:- \_\_\_\_\_

Name:- \_\_\_\_\_

Post :- \_\_\_\_\_

Seal :- \_\_\_\_\_

Signature of Bidder



**TENDER FORM****(On the Letter head of the OEM)****(To be submitted in Envelop / Part - A, must be duly sealed, signed and uploaded)****AUTHORITY LETTER FROM ORIGINAL EQUIPMENT MANUFACTURER**

Date .....

To,

A.I.G (General)  
SB PHQ Bhopal, MP

Ref. : Tender No.

Dear Sir,

I/We ..... [manufacturer] hereby certify that M/s ..... [tenderer] is an authorized..... [relationship] of ..... [manufacturer] and they are authorized to represent .....[manufacturer] in submitting their bid for ..... [product & services] and conclude the contract with you.

I/We am/are the Original Equipment Manufacturer in respect of the products listed below.

Sr. No.	Product Name	Remarks
1.		
2.		
3.		

We certify that the Equipment/Furniture provided by us are not end of life products and the maintenance support for the proposed products will be provided till the warranty period.

We ..... [Manufacturer] are confident of M/s [tenderer's] ability to represent us and provide full support till the warranty period.

We ..... [manufacturer] have authorized ..... to quote for this tender .

Signature of Authorized Person

Name .....

Designation .....

Seal

Date :

Place :



**TENDER FORM**

**(On the Letterhead of the Participant bidder firm/ Company)**

(To be submitted in Envelop / Part A, must be duly sealed, signed and uploaded)

**COMMITMENT LETTER FOR SUPPORT FROM ORIGINAL EQUIPMENT  
MANUFACTURER**

Date .....

To,

A.I.G (General)  
SB PHQ Bhopal, MP

Ref : Tender No.:

Dear Sir,

I / We ..... hereby commit & confirm that I / we will provide onsite, free of cost service, maintenance and technical support, will keep sufficient stock of spare parts along with spare during Warranty period defined in tender document. I / We will provide onsite support through local office / support centre / arrangement in Madhya Pradesh and keep it operational till the duration of warranty. The address & contact number of the local office / support centre / arrangement is as mentioned below:

Signature of Authorized Person

Name .....

Designation .....

Seal

Date :

Place :



**TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

Date:

To,

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Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

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Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,  
(Signature of the Bidder, with Official Seal)



**PRICE BID UNDERTAKING**

From: (Full name and address of the Bidder) \_\_\_\_\_

\_\_\_\_\_

To,

Dear Sir/Madam,

1. I submit the Price Bid for \_\_\_\_\_ and related activities as envisaged in the Bid document.
2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes except Service Tax.

Yours Faithfully,  
Signature of authorized  
Representative, with official seal



**BANK GUARANTEE PROFORMA FOR FURNISHING PERFORMANCE SECURITY**

1. In consideration for the President of India (hereinafter called "the Government") having agreed to exempt.....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement dated.....made between.....and.... of Performance Security for the due fulfillment of the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of Bank Guarantee for Rupees..... (Rupees.....(indicated the name of the Bank) at the request of.....contractor(s) do hereby undertake today to the Government an amount not exceeding Rupees..... against any loss or damage caused to or suffered would be caused to or suffered by the Government by reason of any breach of the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We.....do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s)'s failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rupees....

3. We undertake to pay the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any Court or Tribunal relating thereto liability under this present being absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.

4. We,.....further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Agreement have been fully paid and its claim satisfied or discharged or till.....that the terms and conditions of the said Agreement

e- have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under this Guarantee is made on us in writing on or before the... guarantee thereafter.

5. We,.....further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the Government or any indulgence by the Government to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. Notwithstanding anything contained herein above our liability under the guarantee is restricted to Rs. \_\_\_\_\_ and shall remain in force until \_\_\_\_\_. Unless a claim or suit under this guarantee is filled with us on or before \_\_\_\_\_. **ALL OUR RIGHTS UNDER THE GUARANTEE SHALL BE FORFEITED** and the Bank shall be relieved and discharged from all liabilities therein.



7. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s).

8. We, .....lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Government in writing.

**Dated the..... of.....2026**  
**for..... (indicate the name of Bank)**  
**Signature.....**  
**Name of the Officer..... (in Block Capitals)**  
**Designation and Code No. ....**  
**Name of the Bank and Branch.....**



**Proforma for Financial Bid**

No.	Name of Items	Quantity	Make/ Model	GST %	Unit Rate including all taxes etc.	Total Cost including all taxes etc.
1	2	3	4	5	6	7

Note:- L1 will be decided Per Unit /Packet/Set/Nos Rate Including all Taxes, etc.

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# Special Branch, Madhya Pradesh Bhopal

## Specification of Image, Audio, Video Enhancement/Investigation Software and Hardware with 3 Year Support

### Audio Investigation Software

S. No.	Specification
1	Speech Analysis Software shall operate using standard multimedia hardware.
2	Speech Analysis Software shall provide comprehensive features for speech recording, analysis, feedback, and measurement.
3	The software shall be suitable for teaching, research, voice measurement, clinical feedback, second language articulation, and forensic applications.
4	The software shall include a library of pre-written macros, with user capability to create custom macros. Macros shall support automation of tasks such as simulating phone signal conditions and demonstrating spectral changes.
5	All functions of the software shall be adjustable to meet advanced research needs, including configurable spectrographic analysis with multiple filter bandwidths, window weightings, scaling, color, pre-emphasis, and dynamic range.
6	The software shall have the following features: <ul style="list-style-type: none"><li>• Support for any sampling rate during capture and playback</li><li>• Capability for up to eight data channels</li><li>• Read/write compatibility with CSL and WAV file formats</li><li>• Support for complete IPA (International Phonetic Alphabet) symbols</li><li>• Editing capabilities including cut, paste, filter, and append</li><li>• Integrated Help and tutorials</li><li>• Analytical tools including pitch extraction, LPC, glottal event markers, FFT, formant history, spectrograms, and energy tracking</li><li>• Logging of cursor values</li><li>• Macro functions for process automation</li><li>• Learn mode for step memorization</li><li>• Tagging support with signal storage</li><li>• Full-featured analysis and editing commands</li><li>• 32-bit, MDI-compliant architecture for optimized performance</li><li>• Add-on software support for chain of custody</li><li>• Ability to generate Seizure Memo in PDF format, including seizure date</li></ul>
7	The software shall be supplied with a compatible data workstation and printer.
8	The software shall support noise reduction and audio enhancement features for improving clarity of degraded or low-quality recordings.
9	The software shall support time-stretching and pitch-shifting without altering audio quality for playback and analysis.
10	The software shall include tools for speaker segmentation and speaker identification/tagging.
11	The system shall support visual waveform and spectrogram synchronization for cross-verification during playback.
12	The software shall support import/export of transcription and annotation files in industry-standard formats.
13	The solution shall include audit trail capabilities for all processed audio, ensuring forensic validity and traceability.
14	The software shall support encryption and secure file handling for sensitive audio recordings.
15	The solution shall be compliant with legal standards for admissibility in court.
16	The system shall allow remote access or secure network-based operation for multi-user environments.
17	The system shall include a speaker, microphone, and high-quality headphones.
18	The system shall be bundled with GoldWave software and Format Factory software.
19	<b>Multilingual Audio Support</b> The software shall support analysis of multilingual audio, including tone languages, dialects, and accented speech. <b>Support for Real-time Analysis</b> The software shall offer real-time visualization of waveform, spectrogram, pitch, and formant data during live recording. <b>Automated Transcription Support</b> The software shall integrate or support third-party speech-to-text APIs or engines for automated transcription of audio files. <b>Compatibility with Mobile Devices</b>

	<p>The system should support data import/export from mobile recording devices and common cloud storage platforms.</p> <p><b>Data Backup &amp; Recovery Features</b> The software shall include automatic backup and recovery options for ongoing projects and configurations.</p> <p><b>User Access Control</b> The system shall allow role-based access control for different user levels.</p> <p><b>Multiplatform Support</b> The software should be compatible with multiple operating systems, including Windows and Linux.</p> <p><b>Periodic Updates &amp; Upgrade Notification</b> The software provider shall offer version updates and notify users about major feature changes or improvements.</p>
21	The solution shall include a 03 year warranty and support package.
22	The provider shall deliver a minimum of 2 days of functional training.

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