



**GOVERNMENT OF ARUNACHAL PRADESH
OFFICE OF THE DIRECTOR GENERAL OF POLICE
POLICE HEADQUARTERS: ITANAGAR**

NO.PHQ (PROV)-38/2025-26

Dated Itanagar, the 23rd February, 2026.

LIMITED TENDER NOTICE – CUM – TERMS AND CONDITIONS

On behalf of the Governor of Arunachal Pradesh, Director General of Police, Arunachal Pradesh invites Sealed Tender from the Internet Service Providers (ISPs)/ Firms operational in the state of Arunachal Pradesh as implementation partner for procurement and installation of network connectivity at 50 Police stations under CCTNS Project during the year 2025-26. For details, please visit our web site-www. arunpol.gov.in.

1. Description of work to be carried out / Approx. Cost of tender / Earnest money required etc.:

SL No	Description of networking equipments to be procured and installed.	Approx. Cost of tender	Earnest money required	Tender Fee (Non-refundable)
1.	Procurement and installation of network connectivity at 50 Police stations under CCTNS Project during the year 2025-26. (Items details along with specification attached at Annexure- "A & B")	Rs. 40,18,362/- (Capex for cable laying and related infra like modems / switches etc.) Note: However, subjected to the availability of fund.	Rs. 80,500/-	Rs. 1,000/- Note: To be deposited through eGras Portal of Govt. of Arunachal Pradesh in favour of AIGP (E), PHQ, Itanagar under the Head of Account "0055-Police"

2. Critical date sheet:

Sl.	Particulars	Date	Time
1	Date of publication of Tender	24/02/2026	
2	Bid submission start date	From the date of publication onward	
3	Bid submission end date	09/03/2026	1100 hrs
4	Submission of Tender fees (cost of tender documents)	Tenderers who wish to obtain tender document from PHQ, Itanagar, must submit a copy of challan paid through the eGras Portal of Govt. of Arunachal Pradesh in favour of AIGP(E), PHQ, Itanagar.	
5	Date of Bids opening	09/03/2026	1130 hrs

TERMS & CONDITIONS

1. The interested Internet Service Providers (ISPs) may submit their sealed tender to the office of Assistant Inspector General of Police (E), Police Head Quarters, Itanagar, Arunachal Pradesh on or before **09/03/2026 at 1100 hrs.**
2. All the tenders must be accomplished with the following instruction:
 - a) Earnest money of Rs. 80500/- in the form of TDR/ FDR/ Demand Draft/ NSC/ KVP etc. from nationalized Bank/ Post offices duly pledged in the favour of Asstt. Inspector General of Police (E), PHQ, Itanagar. The firm registered under MSME are exempted for earnest money "Bidders are required to submit a copy of the MSME registration certificate".
 - b) Attested copy of PAN.
 - c) Attested copy of firm registration.
 - d) Attested copy of firm GST Registration.
 - e) Valid Trading license for Internet Service.
 - f) Certificate/ Letter of authority from OEM/ Service Provider.
 - g) Latest Financially soundness certificate / Bank Solvency Certificate.
 - h) Undertaking letter about non-blacklisting of the firm.
 - i) All the tender papers must be serialized/ numbered, and an index/ checklist must be submitted at the beginning of the tender papers indicating the pages of the relevant documents. Tenders without index/ checklist shall be summarily rejected.

GENERAL INSTRUCTION:

3. The tenders received after scheduled date & time will not be entertained. The tenderer or their representative may remain present at the time of opening of tender.
4. Rates must be clearly written in figures as well as in words, showing GST and other taxes as applicable. There should be no cutting or overwriting.
5. Conditional bids and the bids not meeting the qualifying criteria on the date of receipt of bids shall be summarily rejected.
6. Bids will be opened as per time & schedule mentioned. In case tender opening day is declared as holiday or bandh call at Itanagar, the tenders shall be received up to next working day till 1100 hrs., and opened on the same day at 1130 hrs.
7. The sealed tenders must be addressed to " The Assistant Inspector General of Police (E) PHQ, Itanagar and submitted on or before 09/03/2026 at 1100hrs. The envelop must be subscribed: (Tender for procurement and installation of internet connectivity at 50 Police stations under CCTNS Project during the year 2025-26. And sent by Registered Post / Speed Post / Courier Service or put in the Tender Box kept in the office of the undersigned (Provisioning Branch) on any working day from 0930 hours to 1600 hours.

8. Before submission of bids, bidders must ensure that the copies of all necessary documents have been attached with bid.
9. The department will not be responsible for delay in submission due to any reason(s).
10. **Conditions:** The goal of Procurement & Installation of Internet Connectivity at various locations under CCTNS Project during the year 2025-26 is to achieve full production operations within 30 days after contract award or as soon as technical feasible.
11. Delays will attract liquidated damages as per the following:
 - (i) Upto 30 days: 1% of value.
 - (ii) Upto 60 days: 2% value.
 - (iii) Upto 4 Monsths: 4%.
 - (iv) Beyond 4 months: 5% and forfeiture of security deposit.
12. The tender papers containing full details with specifications and terms and conditions can be obtained from Dy. Superintendent of Police (Provisioning), PHQ Itanagar, on showing of Payment receipt of Rs. 1,000/- (Non-refundable) in favour of the Asstt. Inspector General of Police (E), PHQ, Itanagar, Arunachal Pradesh paid through eGras Portal of Govt. of Arunachal Pradesh on any working day from 0930 hrs. to 1600 hrs w.e.f **20/02/2026 to 08/03/2026**. The tender documents may also be downloaded from our website. The tenderers downloading the documents from website are also required to submit a copy of challan of Rs. 1,000/- as tender fees in favour of the Asstt. Inspector General of Police (E), PHQ, Itanagar, Arunachal Pradesh paid through eGras Portal of Govt. of Arunachal Pradesh. No other mode of payment will be accepted.
13. Successful ISPs/ tenderers will be required to deposit 5% of the total value of the articles to be supplied as security money within 10 days from the date of issue of letter of acceptance of tender. The successful tenders will have to enter into a "DEED OF AGREEMENT" or MoU stipulating the Terms and Conditions of the contract.
14. Non fulfillment of any or all the Terms & Conditions of Contract, performance security deposit and EMD of the successful tenderer will be forfeiture and supply order issued to the firm shall be cancelled.
15. Rates must be quoted F.O.R various location in Arunachal Pradesh as mentioned in the Annexure-"B" and rates quoted other than F.O.R at various locations in AP shall not be accepted. However, the successful bidder must be prepared to deliver and install the required Internet Connectivity at any location across Arunachal Pradesh. No additional charges for packing, forwarding or handling will be entertained. Tenders must be legible and clear in all respects else the tenders shall be liable to be rejected.
16. Any breakage or loss of items will be at the supplier's risk.
17. Supply & Installation of Internet Connectivity will have to be completed within 30 days from the date of issue of supply order. In case of failure to supply the items in time, violation of any provision of Deed of Agreement, the firm is liable to be blacklisted.
18. Payment will be made to the supplier directly on completion of supply/ installation work and after acceptance/ inspection by the Govt. constituted Board.
19. The Director General of Police, Arunachal Pradesh, Itanagar reserves the right to reject the lowest or all or any of the tenders without assigning any reason thereof.

20. The Director General of Police of Arunachal Pradesh, Itanagar shall have the right to ask the firms to demonstrate their items before the items are accepted.
21. District wise location/ Institution list where Internet connectivity needs to be provided/ installed and the detail description& specification is enclosed at Annexure- "A& B".
22. Tenders will remain valid up to 12 months from the date of publication of this tender.
23. In case of any dispute, the legal jurisdiction will be at Itanagar, Arunachal Pradesh.
24. In case of any query, the tenderers may contact at following phone no./mail ID:

Officers	Telephone	E-mail ID
Asstt. Inspector General of Police (E), PHQ, Itanagar	94360-40005(Mobile)	cc-polita-arn@nic.in
Dy.SP (Prov),PHQ, Itanagar	76428-21135(Mobile)	cc-polita-arn@nic.in
I/C computer cell, PHQ Itanagar	84149-74340 (Mobile)	cc-polita-arn@nic.in


 Asstt. Inspector General of Police (E)
 Police Headquarters, Itanagar
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Copy to:

1. The Reliance Jio Infocomm Limited for information and necessary action please.
2. The Bharti Airtel Limited, 3rd floor, Shubamn Buildwell, near NEEPCO Bhawan, RG Baruah Road, Guwahati- 781005 (Assam) for information and necessary action please.
3. The Bharat Sanchar Nigam Limited, O/o the GM, BSNL, Sanchar Bhawan, Itanagar (A.P) for information and necessary action please.
4. The Vodafone Pvt. Ltd. for information and necessary action please.


 Asstt. Inspector General of Police (E),
 Police Headquarters, Itanagar,
Arunachal Pradesh

SCOPE OF WORK

CONNECTIVITY UNDER ICJS STATE ACTION PLAN 2.0

1. INTRODUCTION: The Police Headquarters, Arunachal Pradesh is implementing the ICJS State Action Plan 2.0 to provide reliable connectivity at 50 Police Stations for CCTNS Project. The duration of the contract will be 03 (Three) years, extendable on a yearly basis (or as decided by PHQ) based on satisfactory performance.

2. TERMS OF REFERENCE (TOR)

A. The selected Service Provider shall:

- i. Install and maintain dedicated internet connections- ILL-RF or Fiber as per feasibility.
- ii. Provide minimum 50 Mbps internet connectivity at 50 Police Stations as per NCRB/ICJS guidelines:
- iii. Ensure end-to-end secure connectivity. No requirement of firewall/antivirus.
- iv. Assign Public Static IP addresses for Police Stations.
- v. Maintain 24x7x365 monitoring and support.

Parameter	Target	Penalty
Uptime	98% monthly	0.5% of quarterly ARC per 1% drop
Response Time	4 hours	₹ 500 per hour delay
Resolution (Urban)	8 hours	₹1,000 per hour delay
Resolution (Remote)	24 hours	₹1,000 per hour delay

- vi. Provide 8 Port Rack Mountable Switch along with Modem per site. Cable laying 20 meter each site.
- vii. Internet connectivity at 4-6 PCs at each Police Stations with Public Static IP. IPv4 address of /29 subnet i.e. total 8 nos of IPv4 addresses out of which 6 will be usable at each site.
- viii. Persistent breaches for 3 consecutive months will result in contract termination and forfeiture of Performance Security.

B. EQUIPMENT OWNERSHIP & REPLACEMENT

- i. Equipment remains ISP's property.
- ii. Replacement at no cost to Client.
- iii. Replacement timelines: Urban- 24 hrs; Remote- 72 hrs.
- iv. On termination: ISP to remove equipment or hand over at depreciated value to the client.

C. EVALUATION METHODOLOGY

1. Location-wise L1 Evaluation:

- i. Each site/location shall be treated as an independent line item.

- ii. Total Evaluated Cost = One-Time Charges (OTC) + Annual Recurring Charges (ARC) for Year 1.
- iii. The lowest responsive bidder (L1) for each site shall be selected. independent line item.
- iv. If only one bidder is available for a site, the same shall be selected.

2. Tie-breaker:

- i. Bidder with **lower ARC** shall be given preference.
- ii. If still tied, bidder covering **more sites** shall be awarded.
- iii. A single ISP may win **multiple sites** if L1 for those sites.

D. GOVERNANCE & MONITORING FRAMEWORK

- i. A Project Management Committee (PMC) under Arunachal Pradesh Police Headquarters will oversee project implementation.
- ii. Monthly SLA compliance reports will be submitted by the selected ISP.
- iii. The PMC will review performance, resolve issues, and ensure adherence to timelines.
- iv. Independent third-party audits may be conducted to validate uptime and service delivery.

E. DELIVERABLES & TIMELINES

a. Deliverables:

- i. Site survey and feasibility reports.
- ii. Installation and commissioning of connectivity at all locations.
- iii. SLA compliance reports.

b. Timelines:

- i. Delivery and commissioning within 30 days of the issue of work order
- ii. Quarterly SLA performance reporting throughout the contract period.

F. GENERAL CONDITIONS

- i. ISP must be a Class A ISP authorized by DoT, GoI
- ii. ISP must not be blacklisted by any Govt./PSU.
- iii. Site survey, feasibility, cabling, and installation costs are ISP's responsibility.
- iv. Client reserves right to cancel/reject proposals.

G. List of sites/Locations enclosed as Annexure-B.



Note:

1. **OTC:** One-Time Installation and Commissioning Cost.
2. **ARC:** Annual Recurring Charges for bandwidth + maintenance + equipment replacement.
3. **SLA:** Service Level Agreement.



Asstt. Inspector General of Police (E),
Police Headquarters, Itanagar
Arunachal Pradesh
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Police Head Quarters, Itanagar
Arunachal Pradesh

Annexure-B

List of Police Stations				
Sl No.	District	Police Station	Latitude	Longitude
1	Changlang	Miao	27.485664	96.205475
2	Changlang	Changlang	27.139228	95.741916
3	Changlang	Jairampur	27.357122	96.012886
4	Changlang	Diyun	27.54209	96.09721
5	Crime Branch/SIT PHQ	Crime Branch/SIT PHQ	27.07733	93.60879
6	Dibang Valley	Anini	28.800716	95.903464
7	East Kameng	Seppa	27.348144	93.039476
8	East Siang	Ruksin	27.84259	95.22274
9	East Siang	Pasighat	28.05695	95.33128
10	East Siang	Oyan	27.95000	95.25000
11	ICR Itanagar	Itanagar	27.09906	93.62767
12	ICR Itanagar	WPS Itanagar	27.08437	93.60532
13	ICR Naharlagun	Naharlagun	27.10303	93.70085
14	ICR Naharlagun	Banderdewa	27.11015	93.82134
15	ICR Naharlagun	Nirjuli	27.74100	93.44549
16	KurungKumey	Parsi Parlo	28.00927	93.49252
17	KurungKumey	Koloriang	27.904067	93.355429
18	Leparada	Basar	28.142656	95.840987
19	Lohit	Tezu	27.92407	96.16265
20	Lohit	Sunpura	27.84463	95.89685
21	Longding	Longding	26.88602	95.32238
22	Longding	Kanubari	27.02553	95.18232
23	Lower Dibang Valley	Roing	27.904067	93.355429
24	Lower Siang	Nari	28.142656	95.840987
25	Lower Siang	Likabali	27.658304	94.704381
26	Lower Subansiri	Ziro	27.308311	93.968081
27	Lower Subansiri	Old Ziro	27.59232	93.82736
28	Namsai	Namsai	27.66565	95.86305
29	Namsai	Mahadevpur	27.63621	95.80699
30	Papumpare(Rural)	Doimukh	27.14521	93.75218
31	Papumpare(Rural)	Kimin	27.658304	94.704381
32	Papumpare(Rural)	Balijan	27.308311	93.968081
33	Siang	Boleng	28.322652	94.951913
34	Tawang	Tawang	27.573512	91.986613
35	Tawang	Lumla	27.53340	91.71727
36	Tawang	Mukto(Jang)	28.322652	94.951913
37	Tirap	Khonsa	27.573512	91.986613
38	Tirap	Deomali	27.20128	95.45950
39	Upper Siang	Yingkiong	28.638845	95.024671
40	Upper Subansiri	Daporijo	27.984711	94.223243

List of Police Stations				
Sl No.	District	Police Station	Latitude	Longitude
41	Upper Subansiri	Dumporijo	27.98080	94.27670
42	Upper Subansiri	WPS Daporijo	28.638845	95.024671
43	West Kameng	Bhalukpong	27.984711	94.223243
44	West Kameng	Bomdila	27.26360	92.42290
45	West Kameng	Rupa	27.20580	92.40045
46	West Kameng	Kalaktang	27.10897	92.11833
47	West Kameng	Dirang	27.35947	92.24566
48	West Kameng	Sinchung	27.20322	92.49409
49	West Siang	Aalo	28.17260	94.79926
50	West Siang	Kamba	28.26113	94.67594



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