

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

NO.PHQ (PROV)-20/2025-26

Dated Itanagar, the 10th Aug' 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 02 Police stations (Namtok PS and Lemmi PS) under Inter-operable Criminal Justice System (ICJS) 2.0, 2025-26 and 01 Police Station (Parsi Parlo PS) under CCTNS/ICJS 2025-26 during the year 2026-27. For details please visit our website- [www. arunpol.nic.in](http://www.arunpol.nic.in).

1. Description of items to be procured / 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 02 Police stations (Namtok PS and Lemmi PS) under Inter-operable Criminal Justice System (ICJS) 2.0, 2025-26 and 01 Police Station (Parsi Parlo PS) under CCTNS/ICJS 2025-26 during the year 2026-27. (Items details along with specifications attached at (Annexure- 'A'))	Rs. 6,00,000/- (Capex for cable laying and related infra like modems / routers / switches etc.) Note: Subjected to the availability of fund release by the MHA, GoI.	Rs. 12,000/-	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	11/08/2026	
2	Bid submission start date	From the date of publication onward	
3	Bid submission end date	08/09/2026	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 Technical bid opening	08/09/2026	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 **08/09/2026 at 1100 hrs.**
2. All the tenders must be accomplished with the following instruction:
 - a) Earnest money of Rs. 12,000/- 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 08/09/2026 at 1100hrs. The envelop must be subscribed: (Tender for procurement and installation of internet connectivity 02 Police stations (Namtok PS and Lemmi PS) under Inter-operable Criminal Justice System (ICJS) 2.0, 2025-26 and 01 Police Station (Parsi Parlo PS) under CCTNS/ ICJS 2025-26 during the year 2026-27 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 ICJS 2.0 and CCTNS/ICJS Project during the year 2026-27 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 Months: 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 **11/08/2026 to 07/08/2026**. 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 against 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	9436040005(Mobile)	cc-polita-arn@nic.in
Dy.SP (Prov),PHQ, Itanagar	7642821135(Mobile)	cc-polita-arn@nic.in
I/C computer cell, PHQ Itanagar	8414974340 (Mobile)	cc-polita-arn@nic.in


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

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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 D-Atum Vilcom Pvt. Ltd. for information and necessary action please.
5. Office copy.


Asstt. Inspector General of Police (E),
Police Headquarters, Itanagar,
Arunachal Pradesh
Asstt. Inspector General of Police (E)
Police Head Quarters, 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 and CCTNS to provide reliable connectivity at 02 PS under ICJS and 01 PS under CCTNS. 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 03 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

A. List of Police Stations under ICJS State Action plan 2.0				
Sl No.	District	Police Station	Latitude	Longitude
1.	CHANGLANG	NAMTOK	27.23693	95.65643
2.	PAKKE-KESANG	LEMMI	27.85250	94.95333
B. List of Police Stations under CCTNS				
3.	KURUNG KUMEY	PARSI PARLO	28.00927	93.49252


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