



POLICE



DEPARTMENT

KERALA

No. E1(b)-26744/2025/Cyb

Cyber Police Headquarters,
Thiruvananthapuram
Pattom

Pincode:695004

✉adgpcyberops.pol@kerala.gov.in

☎04712726522

Dated. 23-12-2025

Tender Notice

The Inspector General of Police, Cyber Operations, Kerala Police Department, Government of Kerala invites online bids from reputed manufacturers /authorized dealers or reputed vendors "for the supply of **29 Nos. of Desktop PCs** for both Cyber Operations HQ and Public Outreach Group under the Scheme "Logistical Support for Control Rooms for Effective Surveillance System in Districts – ERSS" under the State Plan Scheme 2025-26. The Specifications/ Requirements of the items are furnished below.

01. Scope of Work:- It is proposed to supply 29 Nos. of Desktop PCs for both Cyber Operations HQ and Public Outreach Group.

02. Specifications:-Attached as Annexure.

03. Bidders qualification criteria

1. The Bidder should be a reputed Original equipment Manufacturer (OEM) or authorized dealer of OEM, who is having an Authorization Certificate from the OEM to participate in the tender floated by Kerala Police to be produced.
2. One bidder cannot represent two suppliers/OEMs or quotes on their behalf in a particular tender.
3. The OEM/Bidder should have a well-equipped service center functioning in India (preferable in Kerala) to cater to immediately after sales requirement, copy of Service Centre details must be enclosed along with Tender document.
4. A reputed vendor can participate in the tender provided the vending outfit is functioning in the market for at least 3 years.
5. The Bidder should have valid GST registration. Copy of GST registration certificate should be enclosed along with the tender.
6. The bidder should have valid PAN/Taxation Index Number. Copy of PAN/Taxation Index Number allocation letter should be enclosed along with the tender
7. The Bidder must fulfill the following minimum qualification criteria to prove the techno commercial competence and submit the documents in support thereof:
 - a. Valid Authorization letter from the OEM to attend this particular Tender.



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- b. Certificate of Registration/Incorporation Certificate of the Bidder.
 - c. Last 3-year's financial status of the Bidder's/P&L and Balance sheet/audit report of last 3 years.
 - d. The bidder (authorized dealer/distributor) should have the dealership/distributorship for at least 3 (three) continuous years with the OEM.
 - e. The Bidder has to submit a Warranty Certificate along with invoices.
 - f. In case of a propriety item, a certificate by the OEM to be attached.
8. Bidders are required to submit technical compliance documentation on their official letter head.
 9. Bidders deviating from the technical specifications will be liable for rejection.

04. Salient features:-

Tender No	38/2025-26/Cyber Operations
Item	supply 29 Nos. of Desktop PCs for both Cyber Operations HQ and Public Outreach Group.
Estimate amount	Rs.4162600/-
Tender Fees (through online mode)	Rs.6300/-+GST
Earnest money deposit (through online mode)	Rs. 41650/-
Date & time of publication of e-tender	24/12/2025 at 6PM
Date of submission of etender	24/12/2025 at 6PM to 05/01/2026 at 5PM
Last date and time for online submission of e tender	05/01/2026 at 5PM
Date and time of opening of e-tender	07/01/2026 at 2PM
Place of opening	Cyber HQ Pattom TVPM
Date, Time and place of Technical evaluation	Will be intimated in due course
Date & time of Financial Bid opening	After Technical evaluation
Bid validity (total no. of days up to which the rates are to be firm)	180 days
Address of tender invigilating	The Inspector General of Police, Cyber



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05. Mode of submission of bids: - Online.

All Bid documents shall be submitted only in the online procedure through the eGP website 'www.etenders.kerala.gov.in' in their designated online covers. Details of covers are given separately. No other mode of submission shall be accepted, such tenders will be rejected outright.

06. Cover details: - No. of covers - 2. i) Technical Bid ii) Financial Bid. The AMC/ATS after the warranty period is also to be quoted in the Financial Bid. In the case of Foreign equipment, the rate must be quoted in Indian Rupees. The documents to be uploaded under each online cover are specified on the website.

07. Downloading of e-Tender documents: - The tender documents can be downloaded from the e-GP website www.etenders.kerala.gov.in from the date and time of publication of the e-tender onwards to the last date and time for online submission of the e-tender. Downloading of tender documents will not be possible after the date specified above.

08. Submission of e-Tender documents:- The digitally signed tender document and other specified documents shall be submitted online through the e-GP website other specified documents shall be submitted online through the e GP website www.etenders.kerala.gov.in well in advance before the last date and time mentioned above. No submission shall be allowed after the last date mentioned above

09. Payment of Tender Fees: - A non-refundable tender fee shall be paid in online mode through the e-GP website www.etenders.kerala.gov.in at the time of bid submission. No other mode of payment shall be accepted.

THE TENDERS OR BIDDERS WHO DO NOT REMIT FEES THROUGH ONLINE WILL BE REJECTED OUTRIGHT.

10. Payment of Earnest Money Deposit (EMD): -The EMD shall be paid in online mode through the e-GP website www.etenders.kerala.gov.in at the time of bid submission. No other mode of remittance shall be accepted.

11. Exemption from payment of EMD: - Bidders who are registered with Store Purchase Department, Kerala or National Small Scale Industries Corporation Ltd., New Delhi (for the items tendered) are exempted from submission of EMD. Those bidders claiming exemption shall submit valid registration certificate from the SPD, Kerala or NSSIC, New Delhi. Tenders of bidders who do not remit EMD online or do not upload documental proof (digitally signed) for exemption of EMD will be rejected outright.

12 Withdrawal and re-submission of e-Tender: - The Bidders are at liberty to withdraw the submitted tender/documents and to submit fresh tender/documents till the last date and time of submission of e-tender after which withdrawal/re-submission will not be allowed.

13. Opening of e-Tenders : - The bids shall be opened online through the eGP website www.etenders.kerala.gov.in at the Office of IGP Cyber Operations, Pattom, Thiruvananthapuram on the date and time mentioned above in the presence of the Bidders/ authorized representatives who wish to attend at the above address. If the tender opening date happens to be a holiday or non-working day due to any valid reason, the tender opening process will be done on the next working day at the same



time and place specified. Any change in the opening date/time/venue due to other reasons shall be informed by way of Corrigendum published in the eGP website. The Technical Bids will, be evaluated by a Technical Evaluation committee and those that do not conform to the specifications or to the satisfaction of the committee will be rejected. The financial bids of the Technically qualified tenderer only will be considered for opening. The date of opening of financial bids will be intimated to the concerned technically qualified tenderer, over phone/e-mail.

14. Technical Evaluation:- All tenderer who quote for the supply of above items are required to be ready for Technical evaluation to be held in the Office of the IGP Cyber Operations, Pattom, Thiruvananthapuram and the date will be intimated in due course. Any clarification/doubts regarding the specification or related matters pertaining to the items tendered may be freely got cleared by contacting in the Ph. 9895613047. All Bidders who participates in e-tender should produce hard copies of all relevant documents related to e tender at the time of technical evaluation, without fail.

15. As the items are urgently required, the selected bidder will have to supply and install the item without loss of time, preferably within 30 days.

16. Note to Bidders:-

i) Bidders have to procure legally valid Digital Certificate (Class III) as per Information Technology Act, 2000 for digitally signing their electronic bids. Bidders can procure the same from any of the license certifying authority of India. For more details, please visit the e-GP website www.etenders.kerala.gov.in

ii) Bidders are advised to note the Tender Id and Tender No. & Date for future reference.

iii) All uploaded documents should contain the signature and the office seal of the bidder/authorized persons and should be digitally signed while uploading. Documents uploaded without digitally signing shall entitle rejection of the tender.

iv) In the case of Foreign Equipment, the rate should be quoted in Indian Rupees. Preference will be given to those who are ready to supply the item without opening Letter of Credit. Ordinarily, no advance payment will be made for procuring the above item.

v). For obtaining Digital Signature Certificate and help on etendering process, contact Kerala State IT Mission, eGovernment Procurement PMU & Help desk, Basement floor of Pension Treasury Building, Uppalam Road, Statue, Thiruvananthapuram; Ph :0471-2577088, 2577 IBB; Toll free no: 18002337315; e-mail:etendershelo@kerala.gov. in; Website: www.etenders.kerala.gov.in on all government working days from 9:30 am to 5:30 pm.

vi) The IGP Cyber Operations, Pattom, Thiruvananthapuram is empowered to reject any tender without assigning a reason.

vii) For any clarifications regarding the terms and conditions in this tender notice or the tender document, please contact the FSM Office on all Government working days from 10:30 am to 5:00 pm. Ph.No: 9895613047.

viii) Bidders who are using Internet Banking are requested to make online payment 72 hours in advance.

17. The Payment shall be released only after the successful verification of the



supplied items.

18. As regards repairs/replacement, it should be done within 10 days from the receipt of the information. The detailed clause of service delivery will be included in SLA.

19. Successful bidder should execute a service level agreement format available at the Office of IGP Cyber Operations, Pattom Thiruvananthapuram.

NOTE:-BIDDERS ARE ADVISED TO GO THROUGH THE CONDITIONS IN THE NOTICE INVITING TENDER AND THE TENDER DOCUMENT CAREFULLY AND COMPLY WITH THEM TO AVOID OUTRIGHT REJECTION OF THEIR TENDER.

For any litigation relating to this order, the jurisdiction will be Thiruvananthapuram City.



ANKIT ASOKAN IPS
Superintendent of Police
For Inspector General of Police (Cyber
Operations)

