

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)-I,**  
**UTTAR PRADESH, PRAYAGRAJ**

**Tender Inviting Annual Maintenance contract (AMC)**

No. ITCG/AMC/Biometric/2022-23/85434

Dated- 28.01.2022

**Subject: Comprehensive Annual Maintenance Contract for the financial year 2022-23 for CCTV Cameras, Biometric Machines, Timedesk & Gatepass Management Softwares etc. regarding.**

Sealed Tenders are invited from eligible and willing Agencies/ Companies/ Organizations/ Vendors for Comprehensive Annual Maintenance Contract (CAMC) for the financial year 2022-23 w.e.f. 01.04.2022 to 31.03.2023 for the following items installed in the office of the Principal Accountant General (A&E)-I, 20, Sarojini Naidu Marg, Prayagraj (Allahabad)– 211001, Uttar Pradesh on the terms and conditions mentioned below. Last date of Submission of Tender is 04.03.2022 (04.00 PM). The bids will be opened on 07.03.2022 (04.00 PM) in the chamber of Sr. Dy. Accountant General (Admin.), O/o the Pr. Accountant General (A&E)-I, UP, 20, Sarojini Naidu Marg, Prayagraj.

The tender document may be downloaded from office website <https://cag.gov.in/ae/allahabad/en> or CPPP portal.

  
Sr. Accounts Officer/ ITCG

**कार्यालय प्रधान महालेखाकार (लेखा एवं हकदारी)- प्रथम, उत्तर प्रदेश,  
प्रयागराज**

**वार्षिक रखरखाव अनुबंध निविदा आमंत्रण**

No. ITCG/AMC/Biometric/2022-23/85434

Dated- 28.01.2022

**विषय: वित्तीय वर्ष 2022-23 के लिए सीसीटीवी कैमरा, बायोमेट्रिक मशीन, टाइमडेस्क और गेटपास प्रबंधन सॉफ्टवेयर आदि के लिए व्यापक वार्षिक रखरखाव अनुबंध के संबंध में।**

कार्यालय प्रधान महालेखाकार (लेखा एवं हकदारी) - प्रथम, उ° प्र°, 20, सरोजनी नायडू मार्ग, प्रयागराज-211001 सीसीटीवी कैमरा, बायोमेट्रिक मशीन, टाइमडेस्क और गेटपास प्रबंधन सॉफ्टवेयर के वार्षिक रखरखाव अनुबंध के संबंध में एक मुहरबंद निविदा का आमंत्रण योग्य और इच्छुक एजेंसियों/ कंपनियों/ संगठनों/ विक्रेताओं से कर रही है। निविदा जमा करने की आखिरी तारीख 04.03.2022 (04.00 PM) है। उक्त निविदा दिनांक 07.03.2022 (04.00 PM) को वरिष्ठ उपमहालेखाकार (प्रशासन), कार्यालय प्रधान महालेखाकार (लेखा एवं हकदारी)-प्रथम, उ° प्र°, 20, सरोजनी नायडू मार्ग, प्रयागराज के कक्ष में खोली जाएगी।

उक्त निविदा प्रपत्र कार्यालय की वेबसाइट <https://cag.gov.in/ae/allahabad/en> अथवा CPPP पोर्टल से डाउनलोड किया जा सकता है।

  
वरिष्ठ लेखाधिकारी/आईटीसीजी

### AMC Terms & conditions

1. All the Biometric Machines and CCTVs for which CAMC is to be done are installed in this office as mentioned in Annexure-II at Sl. No. 1 to 14 of this NIT and are in working condition. However, the vendor may check/ inspect it to their satisfaction from **01.02.2022 to 10.02.2022 between 3:00 PM to 5:00 PM**. No estimate for repair will be accepted after awarding the AMC.
2. The interested bidders should have a **minimum of 5 years of experience in the maintenance business particularly in surveillance systems**. Endorsements of competence and efficiency from other Govt. Departments/PSUs are to be furnished as documentary evidence for short listing of tender.
3. The envelope containing the bid along with **Annexure-I and II** should be marked **“Quotations for Annual Maintenance of Biometric Machines and Time desk Software for the financial year 2022-23”** and should reach to the undersigned on or before **04.03.2022 till 04:00 P.M.** positively. Tenders received after due date i.e. **04.03.2022(04:00 PM)** will not be entertained.
4. The bids will be opened on **07.03.2022 at 04:00 PM**. Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the financial bid of the tender at the time and date as specified in the Tender Notice. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening of financial bid of the tender. The name and address of permanent representative of the firm, if any, should also be indicated in the letter. Representatives of firms who have not submitted the tender or representatives not possessing authority letter from the tenderer or outsiders shall not be allowed to attend the tender opening.
5. Item wise rate may be quoted for all equipment's separately **(in Annexure – II)**.
6. The total contract amount should be **inclusive of GST and other taxes, if any**. **The bids should be for comprehensive AMC and indicate rates for each item separately**.
7. **Any type of Conditional quotation and unsolicited bids will not be accepted**. If the condition is violated, then the firm will be automatically disqualified for participating in the tender.
8. This office reserves the right to negotiate amongst all 'L-1' bidders, in case of multiple 'L-1' bidders, if required. However, 'L-1' firm will be determined on overall prices.
9. **The AMC will be comprehensive on-site**. The selected vendor is bound to provide support services in respect of all items as per the Bidding Sheet (Annexure-II). All connectivity faults should be redressed immediately for all scheduled and unscheduled calls.
10. The sealed tenders will be placed before the Technical Committee. The Technical Committee reserves the right to select/reject the lowest quoted price and may reject any quotation without assigning any reasons thereof. **The decision of the Technical Committee shall stand final in all respect**.

11. Canvassing in any form will be viewed seriously and if any tender is found to be resorting to such practice the tender of such Firm will be rejected. Any approach to Higher Authorities by the firm regarding clarification/award of the tender will lead to disqualification of the firm.
12. The contract will be in force **w.e.f. 01.04.2022 to 31.03.2023**. If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one month notice to the firm. The decision of office will be final.
13. The successful bidders shall be required to execute an agreement with the President of India acting through Sr. Deputy Accountant General, (Admin) O/o the Pr. AG (A&E)-I U.P. Prayagraj-211001 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.
14. This contract will cover Preventive and break down Maintenance of Biometric and CCTV including **and shall include repairs/replacement of all spare parts sub-assemblies and satisfactory working of equipment of surveillance system including maintenance of software**. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Consumable items viz attendance system, batteries, connectors etc. and damages due to natural calamities only shall not be covered under AMC. In addition to that the AMC vendor will have to provide support for problems arising out of virus/ Trojans' attack / infection etc.
15. All the equipment under AMC like Biometric & CCTV including NVR etc. shall be repaired against any specific complaint within 06 working Hrs. from the time of reporting. If the system/equipment could not be put into working order within 24 hrs., the firm will provide a standby (of similar configuration) for the same failing which a penalty will be imposed as under-
  - (a) For complaint attended after the 24 Hrs. free time a penalty of 10% of the unit AMC charge per day per equipment concerned shall be levied till the equipment is set right.
  - (b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configurations within 24 hours. The original unit shall in any case be repaired / replaced within a period of one month failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per item.
  - (c) A log register/online complaint register shall be maintained in the designated sections of the office for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.
  - (d) In any case, if the firm fails to repair/resolve the problem and the same is got resolved by the other vendor on payment basis, then the amount paid to the other vendor will be deducted as penalty from the next quarterly payment to the firm.
16. Contractual payment will be made at the end of each quarter on satisfactory completion of the contractual service.
17. The decision of the Principal Accountant General will be final in case of any dispute.
18. The firm must submit an **EMD of 10% of the contract bid**, with the bid in the form of Account payee Demand Draft/ Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank in favor of "Pay and Accounts Officer", O/o the Pr. AG (A&E)-I, U.P. Prayagraj". **failing which the tender will not be considered.**

19. At the end of the AMC contract period, both the user and AMC holder shall certify separately that the Computer systems/ Electronic Devices are in satisfactory working condition and that no faults or complaints are pending.
20. (a) Security Deposit for the work shall be 10% of the contract value. First payment will be released after submission of Bank Guarantee/ FDR equal to 10% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.  
  
(b) Security Deposit/ performance guarantee shall be returned to the contractor after the completion of period of the AMC after due approval of Sr. DAG (Admin) of this office.
21. All disputes and differences arising out of /or in connection of this order shall be subject to the exclusive jurisdiction of Honorable Courts at Allahabad.

Yours faithfully,

  
**Sr. Accounts Officer / ITCG**

**ANNEXURE-I**

**TENDER APPLICATION FORM**

1.	Name of the Bidder Agency	
2.	Full Postal Address	
3.	Telephone Nos./	
	Mobile Nos./	
	Email.	
4.	Date of Establishment of Firm	
5.	Nature of the Concern <i>(Partnership/Limited Co. / Government Co./PSU/ Proprietorship) (Copy of Registration should be attached)</i>	
6.	Registration No. <i>(attested/ self-attested copy of registration/ partnership deed/ ownership deed should be attached)</i>	
8.	Whether the Bidder possess more than five year's continuous experience in the similar field in Government Department. ( If Yes, supporting document / experience certificates, duly attested, from the respective Government office should be attached)	
9.	PAN Account No. <i>(attested / self-attested copy of PAN should be attached)</i>	
10.	GST registration certificate. & GST No.	
11.	Copy of Latest GST Return	

**ANNEXURE-II (FINANCIAL BID)**  
**SCHEDULE OF WORKS / QUOTE YOUR PRICES**

Sl. No (1)	Item of Hardware with brief configuration	Qty. (B)	Period for which CAMC is required	CAMC charges per machine for the mentioned period in (C) (in Rs.) (D)	Total quoted amount for the entire period (in Rs.) (B x D)
	Item (A)		(C)		
1	Time Desk Attendance Software	1	01.04.2022 to 31.03.2023		
2	Time Desk/ESSL Finger Recognition Device	9**			
3	Gate Pass Management Software	1			
4	Sony LCD TV 32"	1			
5	Maintenance of total Networking with cables and all their components	1 Job			
6.	<b>Dome Cameras</b> : 2 MP Day/Night functionality Camera with Smart IR, upto 30 mtr(98 ft) IR distance Optical glass window with higher light Transmittance, IR anti-reflection window to increase the infrared transmittance 3D DNR (Digital Noise Reduction) H.264/MJPEG Triple streams 9:16 corridor format ONVIF	16			
7.	<b>Bullet Cameras</b> : 2 MP Day/Night functionality Camera with Smart IR, upto 50-80mtr IR distance Optical glass window with higher light Transmittance, IR anti-reflection window to increase the infrared transmittance 3D DNR (Digital Noise Reduction) H.264/MJPEG Triple streams 9:16 corridor format ONVIF	17			
8.	<b>PTZ Camera :-</b> 30X IP PTZ Camera 2 MP 1/3"CMOS,ICR,1920X1080;30fps,(H.265/) H.264/MJPEG, Triple streams, AC24V & DC24V, PoE Optimal (P), SD card slot, Alarm in/out 1/1,Audio,IP66,30X optical zoom (4.5~135mm), DWDR, Digital Defog, 3D DNR, ROI, IR range: upto 100m	05			
9.	IP PTZ Controller – For All PTZs	01			
10.	32 Channel NVR Support H.265,320 Mbps, Synchronous Playback, 8 SATA HDD Port, upto 6TB for each disk RAID 1, 5, 2-HDMI/1-VGA Output <b>(with 06 Nos. of 6TB HDD)</b>	02			
11.	4 Channel NVR Support H.265,320 Mbps, Synchronous Playback, 8 SATA HDD Port,	01			

	upto 6TB for each disk RAID 1, 5, 2-HDMI/1-VGA Output <b>(with 02 Nos. of 6TB HDD)</b>				
12.	Samsung LED TV 40"	01			
13.	UPS 1 KVA	01			
14.	Network Attached Storage (NAS) <b>with 02 Nos. of 6TB HDD</b>	01			

\*\*12 Biometric machines (Face/finger) is proposed to be purchased. Old Biometric machines will be removed from AMC after installation of new biometric machines.

### UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and condition mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract.
3. I certify and give undertaking that company is not under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
4. I/We give the rights to the competent authority of the office of the Principal Accountant General (A&E-I) 20, S.N. Marg. Prayagraj 211001 to reject my quotation without assigning any reasons thereof. I/we abide by the final decision of the Technical Committee in all respect.
5. I hereby undertake to provide the AMC services and to provide a Service Engineer to the Office, if selected, as per direction given in the tender document/ work within stipulated period.

**Date:**

**Place:**

**(SIGNATURE OF BIDDER)**

(Official Seal)  
Full Name and Designation