



INDIAN AUDIT & ACCOUNTS DEPARTMENT
Office of The Director General of Audit (Central), Kolkata
8, Kiran Shankar Roy Road, Kolkata-700 001



PREVIEW OF TENDER

TENDER REFERENCE No : Record-I/AMC of CCTV System/2024-25 dated Date of Approval of DGAC
DATE OF ISSUE OF TENDER DOCUMENT : 11/07/2024
LAST DATE FOR RECEIPT OF TENDER DOCUMENT : 2 PM on 22/07/2024
TIME AND DATE OF OPENING OF THE TENDERS: 3 PM on 22/07/2024
PLACE OF OPENING OF THE TENDERS: O/o the D.G.A(C), Kolkata, 8, Kiran Sankar Roy Road,
G.I.Press Bldg. (East Wing),Kolkata: 700-001

1. (NIT- Notice Inviting Tender)

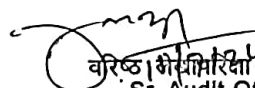
Director General of Audit (Central), Kolkata, West Bengal (hereinafter referred as O/O the DGA(C), Kolkata) is an office under the (Comptroller & Auditor General of India)C&AG. DGAC, Kolkata is entrusted with Audit duties of different Central Government institutions. It invites proposals (hereinafter referred as 'bid(s)' for entering into Contract for "AMC of CCTV Surveillance System" through Govt. e-Marketplace (GeM) for the period from **01.08.2024 to 31.07.2025.**

Intended bidders (hereinafter referred to as Service Provider - SP) are **requested to quote their rates in respect of Annual Maintenance Contract of 41 Nos. of CCTV Cameras and necessary peripherals** placed at various locations of this office, subject to the fulfilment of the terms and conditions mentioned below

(Detailed Specifications of the CCTV Cameras and peripherals are mentioned in Annexure I)

Eligibility Criteria of the Bidder intend to participate

1. Bidders should have a **minimum 3 years of experience in repairing and maintaining of CCTV Cameras as well as the peripherals at Central Government or PSU or State Government offices and should have completed at least one such works in the similar activity in the last three years. Evidence for the same should be provided.**
2. Bidders must have GST Registration, **the copy of which should be enclosed.**
3. Bidders must have Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of the same should be enclosed.
4. The Bidder must have a registered office in Kolkata and **this office address must be mentioned either in Trade License or GST Certificate or MSME Certificate otherwise it will be treated as if the company doesn't have any registered office in the Kolkata. BIDDERS FAILING TO ESTABLISH THEIR OFFICE ADDRESS IN KOLKATA WILL BE DISQUALIFIED IN TECHNICAL SPECIFICATION.**
5. The bidder before quoting must visit this office and inspect the machines to be taken under maintenance. Once the bid is finalized, informing poor conditions of any Camera or peripherals and requesting to take it out from the purview of AMC will not be entertained.


वरिष्ठ लेखापरिषदा अधिकारी
Sr. Audit Officer
महानिदेशक लेखापरिषदा का कार्यालय
Office of the Director General of Audit
केंद्रीय, कोलकाता / Central Kolkata

6. Service provider may depute/engage a suitable team to visit the site before bidding if required to fully understand the job and ascertain the difficulties that may be encountered during execution of the work. The site-visits shall be entirely at service provider's own cost and expense.

Scope of Work

"Annual Maintenance Contract Service" shall mean and include in general

(i) Maintenance and Repairing/Replacement of CCTV Cameras and other components and peripherals such as:- Network Video Recorders, Fiber Optics Cable, PoE Switch, Conduits, Convertors, Monitors etc. at Contractor's cost.

(ii) It also includes checking of CCTV Cameras and peripherals at a regular interval in all aspect, checking of cables, convertors, Disk error checks, DVR Recording Check, DVR Settings check etc. and connectors.

(iii) Examining the operation of controls especially the recording and backup system so that footage could be recovered whenever needed i.e- Including running repairs and change of components, ensuring the Surveillance and recording remain functional throughout the year.

(iv) The comprehensive contract includes replacement of faulty spares like Cables and attending all complaints and breakdowns of all types regarding above items.

(iv) The Service Provider (SP) shall carry out

(A) Quarterly routine services (B) Preventive maintenance and (C) Breakdown maintenance for the CCTV System and peripherals covered under this AMC.

(v) Quarterly servicing in a year, totaling 4 (four) free servicing should be done in a year at free of cost. Servicing will include but not limited to-

- Recalibrating and checking functionality of each CCTV Camera.
- Checking and cleaning the dust on Camera lens and from enclosures.
- Adjusting Camera field of view as per customer's requirements.
- Checking Camera Zoom and picture quality and clarity.
- Checking if there is any video distortion while recording.
- Performing DVR Recording test, DVR Settings Check and Disk Error Checks.
- Servicing of the Visual Output Units (Monitors) and their peripherals and checking if they are connected properly.
- Repair of damaged peripherals such as PoE switches, connector cables etc. on account of routine service/repair.
- Checking and tightening of electrical contact points and repositioning of the Cameras whenever required.
- Any other requirement as per the specific scope of service provided by the buyer

While the quarterly servicing is to be done, it is necessary to depute your service engineer in each quarter under the intimation to the Record-I section for this quarterly service during the entire period of contract.

At the end of each quarter, job card of the whole CCTV system being serviced under the purview of AMC must be signed by Record-I Officials. Subject to the satisfaction of the officials, this work agreement will extend further for the rest of the contract period. It is also depicted that any type of negligence or remissness from Service provider's side will be treated as a major lapse and the contract agreement will be at once terminated without issuance of any notice period. If any past payment exists, it will also be ceased.


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(vi) During AMC the SP shall also carry out one (1) number of preventive maintenance (overhauling) services per year.

The preventive maintenance (overhauling) shall cover the details given below:-

- Camera/lens focus and auto Irls Is adjusted properly.
- Camera field of view is adjusted to customer's requirements.
- Camera/housing viewing window Is clean, inside and out.
- Camera lens is dust free.
- Interior of camera enclosure is clean and dry.
- Check operation of pan tilt and zoom focus. Use controller in control room to check all these operations.
- Check wiring and cable harnesses for wear and fray.
- Check to make sure cable is dressed properly.
- Check connectors and cable entry points for loose wiring.
- Check that the coaxial cable is transmitting an adequate video signal to control room. Signal should be free of distortion, tearing, hum-bars, EMI, and rolling.
- Make sure all coaxial connectors are insulated from conduit and pull boxes.
- Monitors are free from picture burn-in and distortion.
- Monitors have proper contrast and brightness.
- VCR/DVRs are functioning properly and providing distortion free recording.
- Check that all control equipment is operational. This means that switchers allow proper sequencing, multiplexers are properly encoding and decoding, and matrix switcher keyboards are fully operational.
- Clean all monitor screens, control panels, and keyboards with a diluted cleaning solution.
- Check all coaxial connectors on the back panels for loose connections.

(Note: Above said jobs are to be carried out at least once a year)

(vii) All breakdown calls shall be attended within 24 hours of working day except holidays in addition to the normal check-up. Any fault in the system should be attended within 24 hours and restored within 48 hours. Otherwise penalty @2% of the work order value per day of delay will be deducted.

(viii) In case, no part is replaced, then such complaint must be attended within 24 hours of lodging of such complaint . However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging. In case the Cameras/Peripherals are not repaired, or an alternative solution is not provided within the period of 7 days from the time of failure reported, then the Buyer reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider The penalty charges will be determined by this office if such circumstances arises.

Other Terms and Conditions

1. Bidder shall be submitted in official letter head only. If submitted in any other form the same shall be summarily rejected.
2. The service provider shall provide direct service and shall not employ Sub- Contractors.
3. Sealed quotations are invited for the Annual Maintenance contract of CCTV systems (including CCTV cameras and all other essential peripherals as enclosed in Annexure-A.)
4. All the bidders are requested to inspect the site and equipments, after taking prior approval between 10 am to 5 pm on all working days. No extra cost shall be payable for non awareness of the site/equipments conditions and constraints.
5. The time schedule given for attending breakdown call is 24 hours, as aforesaid and if any parts is required to be moved to workshop for major repair which may shut down the entire operation of the system, loan parts shall have to be provided without any extra cost. No transportation charges will be provided for that.
6. Any additional work not covered under the AMC contract must be paid on the agreed rates before doing

- the work and that has to be executed only after approval of this office.
7. The technicians who will attend the breakdown/repairing works shall not engage in any personal work of his/her in the office premises.
 8. The contractor should make use of the existing usable parts. If additional parts/cable is required contractors will be allowed to put the new cable/part, subject to prior intimation to this office .
 9. If any damages to the existing peripherals of the CCTV system is done by the contractor, the contractor must make good to it during the AMC period.
 10. The contract will be for 12 months from the date of the award of the contract(01.08.2024 to 31.07.2025)
 11. Bidders & Suppliers shall observe the highest standard of ethics during the procurement and execution of the contract.
 12. Director General of Audit, Central, Kolkata will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
 13. Director General of Audit, Central, Kolkata will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.
 14. Director General of Audit (Central), Kolkata reserves the right to reject all or any bid wholly or partly without assigning any reason whatsoever.
 15. 15 days notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.
 16. The Service Provider shall undertake to arrange genuine spares parts of the CCTV system as and when required. The Service Provider has to ensure the availability of the spare parts in their stock. In case some of the major spare are not available with Service Provider, the same shall be arranged within 07 days.
 17. On award of the service order, the Service Provider would prepare a report regarding taking over of the CCTV system upon commencement of the AMC Service. It shall be the responsibility of the Service Provider to make the sure the CCTV system work satisfactorily throughout the contract period, also to hand over the same to the department in working condition on expiry of contract. Any damage to the CCTV system in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without any extra cost and expenses.
 18. No work will be undertaken on closed holidays and beyond office hours on any day except by prior approval / direction of the Buyer.
 19. Quotation submitted shall remain valid for 90 days from the date of receiving for the purpose of acceptance and award of work, validity beyond 90 days from the date of receiving shall be by mutual consent.
 20. Service provider shall provide minimum warranty of 6 months for the replace part from date of such replacement /repair.
 21. The manpower resources used by Service Provider to carry out maintenance shall be on rolls of the Service Provider and shall have no claim whatsoever for any benefits from this office i.e. O/o the DGA(C).
 22. In case of any deficiency from the Service provider in providing services under AMC; the contract may be terminated without any further claims thereof. Prior to this type of termination, a 15 -day notice will be issued.
 23. No other person, except the Service Provider's authorized representative/ technician, shall be allowed to enter in this office. The Service provider must furnish details of Identity of the technician beforehand to the office. In case any person employed by the contractor commits any misconduct/ indiscipline/ incompetence or involve in any crime while in work, he/ she will be immediately debarred from the office and disciplinary action against that person will be taken.
 24. All disputes are subjected to jurisdiction of Calcutta High Court.



Payment Terms and Conditions

- (I) The AMC contract is based on comprehensive rate of the whole CCTV system. If a bidder quotes the rate without showing the tax component, quoted rate furnished by the bidder will be treated as 'inclusive of all taxes'.
- (II) Payment will be made to Service provider on quarterly basis (if the services are satisfactory) only on submission of bill by the vendor on completion of each quarter.
- (III) Tax at source will be deducted from each bill of the vendor as applicable under rules in respect of Income Tax Act and Goods & Services Act.
- (IV) Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed because of the above.



11/7/24

Sr. A.O (Record)

O/o the DGA, Central, Kolka
वरिष्ठ लेखापरिक्षा अधिकारी
Sr. Audit Officer
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Annexure-I**Details of the CCTV system to be covered by AMC (01.08.2024 to 31.07.2025)**

Sl No.	Details of Peripherals	No./s/Quantity
1	IP Dome Camera	40 Nos.
2	IP Box Camera	1 No.
3	16 Ch Network Video Recorder	1 No.
4	19" 12U Rack for Control Room	2 Nos.
	6 TB surveillance disc	02
	32 Ch Network Video Recorder	1 No.
5	24 Port PoE Switch	3 Nos.
6	UTP Cat-6 cable	6 Boxes
7	Fiber Optic Cable	1320 metres
8	UTP Cat-6 patch Chord	41 Nos.
9	19 inch 6U 530mm Depth	2 Nos.
10	40" LED Monitor(HD)	1
	32" LED Monitor(HD)	1
11	Converter BNC to RJ 45	87 Nos.
12	PVC Conduit	2280 Mtrs.



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Annexure-II

Tender Format

To
The Director General of Audit, Central, Kolkata
Govt. Of India Press Building (East Wing),
8, Kiran Sankar Roy Road,
Kolkata-700 001.

Sir,

With reference to your tender Notice No. _____

dated _____ I am to submit my tender for Annual Maintenance Contract of
CCTV System installed in your Office and I hereby declare that:-

- (i) I have thoroughly examined and understood all the terms and conditions as contained in the Bid document and agree to abide by them.
- (ii) I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes.
- (iii) I undertake that I have carefully studied all terms and conditions of the tender and shall abide by them, which are being signed in token of my acceptance. Further, it is certified that I/We have never been blacklisted by any Govt./PSU Department.
- (iv) I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case, any deviation is found in the above statement at any stage or I fail to abide by the terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions Further, I shall be blacklisted and will not have any dealing with the department in future.

Enclosures:

1. Statement of quoted value of contract.
2. Terms and conditions duly signed.
3. Copy of Trade License.
4. Copies of registration certificate of Goods & Service Tax.
5. Working experience in reputed office.
6. Xerox Copy of PAN card

Signature-----

Name of Tenderer-----

M/s-----