

OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT**TENDER NOTICE**

Sealed tenders are invited from reputed firms for CCTV repairing services as listed in Annexure-A for a period of 12 months.

Bidding/tender documents can be collected personally from the "GOM Section" of this office from April 24, 2025, to April 28, 2025, between 10:00 am and 5:00 pm on all working days. The same can also be downloaded from the office website: cag.gov.in/ag1/Gujarat/en. "Quotation for Rate Contract of CCTV Repairing services" should be superscripted on the sealed envelope.

Tenders may be submitted to GOM Section, O/o the Accountant General (Audit-I), Gujarat, Rajkot - 360001 until 5:00 pm on April 28, 2025. Tenders will be opened on the same date at 5:30 pm by the Purchase Committee. Any further information may be obtained by contacting the GOM Section.

- Sd -

Senior Audit Officer**GOM Section**

OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT

Annexure Profile of Bidders

1. Name of firm	
2. Name of firm owner	
3. Full address of firm	
4. Phone	
5. Mobile no.	
6. Fax	
7. Email id	
8. PAN for Income tax*	
9. GST Registration No. and the authority with whom registered*	
10. Details of Government Ministries/ Departments/ Organizations/ PSUs etc. in which the firm has been given working during the last three years, if any*	

*** Documentary proof must be submitted in support and GST Registration No is mandatory.**

I/we,(name of the bidding party) have gone through all the terms and conditions enlisted and fully agree to comply with the same to participate in the bidding. I have signed all pages of the tender document including the terms and conditions in token of understanding.

I/we do hereby declare solemnly that my name/the name of our firm has not been blacklisted by any of the Government organizations, PSU's, Co-operative societies etc. In case it is proved otherwise, the office of the Accountant General (Audit-I), Gujarat, Rajkot will have the liberty to cancel the tender/contract instantly without issuing any notice to me/us and can proceed with other administrative/legal actions as deemed fit.

Date:	
Place:	Signature of the bidding party:
Full name of bidding party:	
Official seal:	

Terms and Conditions for CCTV Repairing Services

Scope of Work:

The contractor shall be responsible for the comprehensive repair and maintenance of all Closed-Circuit Television (CCTV) systems installed at OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT.

This includes, but is not limited to:

- Routine servicing (e.g., cleaning lenses, checking connections, inspecting recording equipment and monitors).
- Repair of any faults or malfunctions in the CCTV system components (cameras, DVR/NVR, monitors, wiring, etc.).
- Replacement of defective parts.
- Attending to breakdown calls and resolving issues promptly.
- Ensuring the proper functioning of recording and playback systems.
- Configuration adjustments as needed.

Payment Terms:

- Payment will be made after every successful service or repair work is completed to our satisfaction and upon submission of a valid invoice.
- All payments will be made via electronic transfer (E-payment).
- The quoted price should be inclusive of all applicable taxes and charges, unless explicitly stated otherwise. Please clearly specify the breakdown of costs if applicable.

No Call Charges:

- No separate call-out charges will be applicable for attending to service requests or breakdown calls during the contract period.

Contract Duration and Extension:

- The initial contract period will be for one year from the date of commencement.
- The contract may be extended for a further period of one year by mutual written agreement between both parties, subject to satisfactory performance and on the same rates and terms and conditions.

Technical Requirements and Standards:

- The contractor must possess the necessary expertise, qualified technicians, and tools to carry out the repair and maintenance work effectively and safely.
- All work must be performed in accordance with relevant industry standards and safety regulations.
- Only genuine and approved spare parts should be used for replacements.

Reporting and Documentation:

- The contractor shall provide a service report after each service or repair work, detailing the work performed, parts replaced (if any), and the condition of the CCTV system components.

Warranty:

- The contractor shall provide a warranty period for the repair work and any replaced parts. The duration of the warranty should be clearly stated.

Termination Clause:

- OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT reserves the right to terminate the contract with a written notice of 30 days if the services are found to be unsatisfactory or in case of any breach of the terms and conditions.

Confidentiality:

- The contractor shall maintain the confidentiality of any information related to OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT and its operations that they may come across during the course of their work.

Governing Law and Dispute Resolution:

- Any disputes arising out of or in connection with this contract shall be subject to the exclusive jurisdiction of the courts in RAJKOT.

Submission of Tender:

- Interested parties are requested to submit their sealed tenders by until 5:00 pm on April 28, 2025, and to GOM Section, O/o the Accountant General (Audit-I), Gujarat, Rajkot – 360001.
- The tender should include:
 - Company profile and relevant experience in CCTV repair and maintenance.
 - Quotation for routine servicing and repair charges in Annexure-A (clearly specifying if spare parts are included).
 - Proposed service schedule and response time for breakdown calls.
 - Warranty details for repairs and replaced parts.
 - Proof of relevant licenses and certifications (if applicable).
 - Any other information deemed relevant by the Agency.

Evaluation Criteria:

- The tenders will be evaluated based on factors such as price, experience in CCTV systems, technical capabilities, proposed service schedule, and reputation.

Right to Accept or Reject:

- OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.

— Sd —
Senior Audit Officer

GOM Section

Annexure-A

Rates of Contract (Price including of Labor cost) amount in ₹.

Sr. No	Description	Rates Inclusive of all taxes (in ₹)
1.	CCTV Camera Lens Cleaning & Adjustment	
2.	CCTV Camera Focus Adjustment	
3.	CCTV Camera Wiring Repair (per point)	
4.	CCTV Camera Connector Replacement	
5.	CCTV Camera Power Supply Repair/Replacement	
6.	CCTV Camera Mounting Bracket Repair/Replace	
7.	DVR/NVR Hard Disk Drive Replacement	
8.	DVR/NVR Power Supply Repair/Replacement	
9.	DVR/NVR Software Troubleshooting	
10.	Monitor Repair/Replacement	
11.	BNC Connector Replacement (per connector)	
12.	RCA Connector Replacement (per connector)	
13.	Network Cable Repair/Crimping (per point)	
14.	Configuration of Recording Schedules	
15.	Configuration of Remote Viewing	
16.	Firmware Upgrade (DVR/NVR/Cameras)	
17.	Troubleshooting Network Connectivity Issues	
18.	System Health Check and Report	
19.	Dismantling of CCTV Camera/DVR/NVR/Monitor	
20.	Re-installation of CCTV Camera (per unit)	
21.	Re-installation of DVR/NVR (per unit)	
22.	Re-installation of Monitor (per unit)	

The vendors are requested to mention the prices of parts which have not been mentioned above.

Name of Vendor:

Authorized signature