

**SOCIETY FOR MANAGEMENT OF CITY CENTRE,**  
**AGARTALA – 799001.**

F.No. F.55/SOCIETY/AMC/2014

Dated: .11.2018

**NOTICE INVITING -TENDER**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CCTV CAMERAS**

**SOCIETY FOR MANAGEMENT OF CITY CENTRE**, Agartala invites Tender from reputed/authorized firms/companies engaged in the business of providing Comprehensive Annual Maintenance of CCTV cameras at the premises of City Centre, Agartala for a period from **01.01.2019 to 31.12.2021.**

**TENDERING PROCESS:**

**INSTRUCTIONS FOR ONLINE BID SUBMISSION:**

The bidders are required to submit hard copies of their bids manually to the Office of the **Member Secretary, Society for management of City Centre** in a sealed envelop within the given Date and time as mentioned in Tender Documents.

Tender is invited in two parts i.e. **(1) Technical bid and (2) Financial bid.** The tender form for Technical bid in Performa prescribed in **Annexure – I** and the tender form for the Financial bid in Performa prescribed in **Annexure – II** complete in all respects may be submitted before 05.00PM on 22.12.2018. Bid documents, incomplete in any respect shall be summarily rejected. The valid Technical bids shall be scrutinized by the Society for Management of City Centre to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be scrutinised. Late submission of tenders shall not be entertained.

**Earnest Money Deposit of Rs. 12,000/-** (Rupees twelve thousand) only per application in the form of Demand Draft / Banker's Cheque of any Nationalized Bank drawn in favour of **The SOCIETY FOR MANAGEMENT OF CITY CENTRE, Agartala**, shall accompany the technical bid. Technical bids without Earnest Money Deposit shall be rejected. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished in Annexure – I & II are found to be incorrect or false during the tender selection process.

The successful bidder of the contract has to submit **10% of the bid amount towards the Performance Guarantee either by Fixed Deposit or Bank Guarantee receipt** within **seven days** from the date of awarding of contract.

**The bidders/tenderers can inspect the areas under consideration at the premises between 11:00 AM and 5:00 PM (Monday to Friday) before submitting their quotes. Any clarification in this regard may be sought from the Manager, SOCIETY FOR MANAGEMENT OF CITY CENTRE, 3<sup>rd</sup> Floor, AMC Office Agartala**

The tenderers should fill up the information in the Annexure I & II enclosed at the end of this document. Wherever, the prices are to be quoted shall be written in figures and in words as well. Annexure shall also have to be digitally signed. **No additions / modifications / deletions in the tender documents and other related supporting documents shall be entertained during the tender process.**

The tender forms and supporting documents should be complete in all respect, otherwise it will be rejected.

### **SCOPE OF WORK**

1. AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.
2. The contractor/firm has to ensure uninterrupted recording of CCTV surveillance system at all location in the premises of Society for Management of City Centre. It includes relocation of CCTV cameras and time to time check proper connectivity of surveillance system.
3. The firm shall also be responsible for deployment of necessary staff for regular visit twice in a week for cleaning of all hardware using suitable cleaning material and supportive equipment. Preventive maintenance includes proper network cabling and to resolve the issues with respect to loose connections. A separate log book shall be maintained for preventive maintenance record and it should be signed by the officer-in-charge.
4. The equipments are normally required to be repaired in the premises of Society for Management of City Centre only. In exceptional cases when the equipments cannot be repaired in the office premises and required to be taken to the workshop, this department will not make any payment towards cartage and the expense for the to and fro transportation of the machines will be borne by the firm concerned.
5. The equipment being taken to the workshop for repair would be at contractor/firm own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be made good by the contractor/firm. In this case, the contractor/firm should make necessary inward and outward entries duly signed by the officer-in-charge.
6. At present, there are 01 nos. of NVRs, 35 numbers of IP Bullet(VERY FOCAL) CCTV cameras and 02 Nos PTZ, 01 nos. of 40" LED Monitors, 01 UPS1KVA (On line), 03Nos. HDD (4TB)one are installed in the premises of City Centre. The details and locations of said CCTV cameras can be had from the officer-in-charge. The Society for Management of City Centre has the power to increase the no of CCTV Camera and other equipments during the contract period for the same terms and conditions. The Contractor has to provide the service without any increase in maintenance charge.
7. All tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor.



8. The contractor shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/CD in the regular interval as instructed. The provision of DVD/CD shall be in the scope of work of tender.

9. It shall be the responsibility of the firm to make all the CCTV surveillance system and equipment work satisfactorily throughout the contract period and to hand over the systems in working conditions to this department after expiry of the contract.

10. The contractor/firm must ensure confidentiality regarding handling of all information obtained within the control room, whether videotapes, snapshots, written, verbal and other sensitive materials held within the Control Room and in Society for Management of City Centre premises.

11. The Contractor/firm should ensure all storage and apparatus should be virus free.

12. The service engineer/technicians will be allowed to work on all working days. Renting, lending and copying of any software and hardware products are completely prohibited. Maintenance of accessories such as Mouse, Remote should be at free of cost only. The rates are inclusive of all, that are applicable from time to time shall be met within the total invoice value.

### **TERMS AND CONDITIONS:**

1. The Initial contract period is for 24 (twenty four) months (from **01.01.2019 to 31.03.2021**) however this can be extended for a further period by the Society for Management of City Centre with existing Terms & Conditions based on the satisfactory performance.

2. Preventive as well as breakdown maintenance, both are covered under scope of work on AMC, which is comprehensive & corrective maintenance of CCTV cameras including other hardware and cabling.

3. Contractor/Firm are advised to inspect the site before quoting their rates to acquaint themselves with the nature of work.

4. The Society for Management of City Centre reserves the right to terminate the contract at any time by giving one month notice without assigning any reason whatsoever.

5. The maintenance work shall be performed with skilled personnel totally conversant with the equipment / CCTV system.

6. All tools and plants (including ladder) required for the work has to be arranged by the contractor/firm at his own cost.

7. The contractor/firm will provide his personnel with protective equipment and should ensure safety of his service Engineer/Technicians, engaged for the purpose of AMC and during the process of work, if any accident occurs due to any cause, the Society for Management of City Centre shall not be held responsible, and any claim or legal penalties arising out of it will be the responsibility of contractor/firm.

8. Nothing under the contract of deployment of personnel shall confer any right by himself or by the contractor/firm to claim any direct employment under Society for Management of City Centre or to be treated at any time as employees of Society for Management of City Centre



9. The contractor/firm will be responsible any damages done during AMC of the CCTV system.

10. The validity of tender shall be 30 days from date of opening of tender.

11. Adequate care is to be taken while executing the work without causing any damage to Society for Management of City Centre.

12. During Comprehensive AMC period all the materials required for satisfactory functioning of the system to be supplied by the Successful Tenderer.

13. Maintenance register should be maintained by the firm and necessary entries should be recorded about the visiting of their engineer in connection with the maintenance of CCTV.

14. Being prevented or delayed in performance of any of its obligation under this agreement due to condition which shall include but not limit to strikes, lockout, concerted action of workman, breakdown of communication or power acts of god, fire, storm rain, earthquake, explosions emergency, war riots etc.

**15. The payment towards maintenance charges will be released / paid on yearly basis on satisfactory completion of assigned services through Cheque issued by Society for Management of City Centre. Income Tax and other taxes as per rules will be deducted from the bill as applicable from time to time.**

16. The bidder/tenderer should have a project office/local office in Agartala and adequate number of service Engineers for providing support. The bidder/tenderer is required to submit evidence/proofs in this regard.

17. No joint venture or consortium of any kind is allowed for bidding.

18. The qualified firm is supposed to response within 2 hours in the case of any break down or complaint launched from this office. The same complaint must be resolved in 24 hours otherwise penalty shall liable to be imposed. If the time taken exceeds 24 hours for resolving the complaint, the contractor/firm should keep stand by for replacing the concerned equipment till it is made functional.

19. Only genuine spare parts should be used.

20. The components of the equipments will be the whole responsibility of the bidders for procurement and replacement as and when required during the period of contract.

21. The bidder / tenderer must under-take to ensure that sufficient standby cameras/spare parts/wire etc, are kept in readiness so that there occurs no laps in the security system of the Society for Management of City Centre premises.

22. The Engineers who has been authorized by the Contractor/firm to attend the service work in Society for Management of City Centre premises should not engage in any private work/act/practice in Custom House premises.

#### **CONTRACTOR' S RESPONSIBILITY:**

The contractor/firm should ensure that no delay should occur in responding, attending to any complaint, problem such as repairing, rectification of cameras. In the event of any consistent delay or failure in attending the problem of cameras for two continuous occasions in a span of seven days, the Competent Authority shall reserves the rights to cancel the contract forthwith and also to make alternative arrangement at the full risk and

cost of the firm engaged by this office. Such cost would be recovered from the periodical service bills in addition to imposing a penalty for each such incident of delayed reporting. Penalty will be decided by the Competent Authority.

#### **ELIGIBILITY CONDITIONS**

1. The firm has to attach an undertaking with the tender document that the firm has not been blacklisted by any agency in India or abroad.
2. The firm should have at least three years of experience in working in installation and technical support for CCTV cameras in various establishments. (Enclose work execution certificates).
3. The bidder must have executed at least one work in any PSU in the last 3 years.
4. Should have valid Registration No. with appropriate authority.
5. Latest certificates of execution/completion from the organizations where the vendors are maintaining AMC of CCTV to be attached with tender.
6. The Bidder/tenderer should have a valid Authorized Service/Dealer Certificate from the Manufacturer.

#### **Documents to be Submitted**

1. EMD amount of Rs.12,000/- (Rupees twelve thousand) only (Refundable for unsuccessful bidders) in the form of Demand Drafts / Banker's Cheque of Scheduled Bank drawn in favour of the SOCIETY FOR MANAGEMENT OF CITY CENTRE, AGARTALA shall accompany the technical bid.
2. Tender fees of Rs. 1000/- (Rupees one thousand only) (Nonrefundable) in the form of Demand Drafts / Banker's Cheque of Scheduled Bank drawn in favour of the SOCIETY FOR MANAGEMENT OF CITY CENTRE, AGARTALA shall accompany the technical bid.
2. .PAN Registration Certificate.
3. EPF & ESIC Registration Certificate. In case of not eligible for EPF/ESIC, the bidder must submit an undertaking mentioning the reason for non-eligibility.
4. Income Tax Return for the last three years ending 31.03.2018.
5. Service Tax Registration Certificate.
7. Certificates from the organizations for which they worked/working and having completed the similar works by the Tenderer during last three years ending 31.03.2018.

  
Member Secretary

Society for Management of City Centre.

&

Municipal Commissioner,  
Agartala Municipal Corporation



**TECHNICAL BID DOCUMENT**

1. Name of the Concern:
2. Address of the Concern  
(with Tel No., Fax & E-mail) :
3. Name & Address of the Partners / Directors  
(with Mobile No.) :
4. Contact Person(s) (with mobile number):
5. No. of years of experience\* in providing  
Comprehensive maintenance of CCTV cameras:
6. List of clientele\* along with certificate of  
appreciation from atleast two important  
Clients :
7. Income Returns for last 3 years ending 31.03.2016:
8. PAN No. :
9. EPF Registration No. :
10. ESIC Registration No. :
11. Service Tax Registration No. :
12. Details of EMD :

## DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the Concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

\* Proof of requisite documents and details may be provided in separate annexure accompanying the technical bid.

**FINANCIAL BID DOCUMENT**

1. Name of the Concern :
2. Address of the Concern  
(with Tel No., Fax & E-mail) :
3. Name & Address of the Partners / Directors  
(with Mobile No.) :
4. Contact Person(s) (with mobile number) :
5. Total Bid Amount (Monthly) :

SL. NO.	DESCRIPTION (equipment details)	TOTAL QTY (IN NOS.)	RATE/UNIT	TOTAL AMOUNT (IN RS.)
1.	Cameras (IP,Very Focal)	35		
2.	Camera PTZ (36x)	02		
3	NVR(64 Channel)	01		
4	LED 40" Monitors	01		
5	HDD(4TB)	03		
6	UPS 1KVA(ONLINE)	01		
7	Entire cable(Power Supply,LAN,Network Switch SMPS etc.	—		
8	Service Charges (as applicable)			
9	GST			
Total				



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(Signature of the Authorized Signatory with date)