

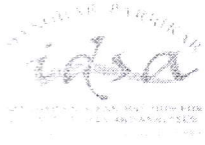
MANOHAR PARRIKAR INSTITUTE FOR  
DEFENCE STUDIES AND ANALYSES

मनोहर पर्रिकर रक्षा अध्ययन एवं विश्लेषण संस्थान

**Subject: Tender for AMC of CCTV Surveillance System at MP-IDSA**

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F.No. EM/OUTSOURCING/CCTV/2021-22

Date: 25.06.2021

**TENDER NOTICE FOR "Annual Maintenance Contract for Comprehensive Annual Maintenance Contract for CCTV surveillance system" .**

Prescribed format (enclosed as **Annexures**) are invited under Single bid system from experienced contractors / agencies for CAMC of CCTV surveillance system " . **(IN One BID SYSTEM " )** at MP- IDSA premises located at No. 1 Development Enclave, Rao Tula Ram Marg, Delhi Cantt, New Delhi -110 010 as per details given in formats. **The bids should remain valid up to 30 days from the last date of submission of bids.**

Detailed Tender Documents are available at Institute's website **www.idsa.in** . The interested bidders are advised to download and then duly filled and signed tender form and their bids along with required certificates, documents etc. in support of their bid. Bidders should also attached Demand Draft for Rs. 2000/- (**Rupees Two thousand only**) in favour of "**IDSA**" payable at **New Delhi** as Earnest Money Deposit . . All documents signed and stamped, which shall be submitted in sealed cover addressed to the Assistant Director (admin) **Manohar Parrikar , Institute for Defence Studies and Analyses**, may be sent at the Institute's address mentioned above either by Speed Post / By hand delivery at Tender Box kept at the reception, office should reach on or before 20<sup>th</sup> July 2021 duly mentioning on top right hand corner of the sealed envelope "**Comprehensive Annual maintenance Contract for CCTV surveillance system "**

All the tenders are to be submitted on the prescribed forms, as enclosed, duly signed, stamped and dated on each page of Annexure as their unconditional and explicit concurrence to the terms and conditions laid down by the Institute.

MP-IDSA reserves the right to accept or reject any or all quotations including the lowest bidder without assigning any reason at its sole discretion and the decision of the IDSA will be final and binding to all concerned.

**Critical Dates of Tender:**

(i) Publish Date & Time	25 <sup>th</sup> June 2021, 10:00 hrs
(ii) Document Download Start Date & Time	25 <sup>th</sup> June 2021, 10:30 hrs
(iii) Bid Submission Start Date & Time	25 <sup>th</sup> June 2021, 11:00 hrs
(iv) Bid Submission End Date & Time	20 <sup>th</sup> July 2021, 15:00 hrs
(vi) Bid Opening Date & Time	20 <sup>th</sup> July 2021, 15:30 hrs
(vii) Cost of Tender	Free of cost

**Note: Contractor may inspect the Campus & assess its requirement before bidding the tender. Corrigendum / addendum / modification to this tender, if any, will be notified through [www.idsa.in](http://www.idsa.in) only.**

Notice Inviting Tender

**Tender Document For CAMC of CCTV  
Surveillance System at the MP-IDSA**

No. EM/OUTSOURCING/CCTV/2021-22 Date: 25.06.2021

Manohar Parrikar Institute for Defence studies and analyses invites open tenders in sealed covers from reputed firm for annual maintenance support (comprehensive) in respect of CCTV Surveillance Systems installed in this Campus ( Office and residential area) . The details of the system are given in Annexure-I attached herewith.

Brief Overview of tender

Sr No	Description	
1.	Tender No	EM/OUTSOURCING/CCTV/2021-22
2.	Bid Submission	Submission of Bid through sealed envelop
3.	Type of bid	Single bid
4.	Last date & Time of submission of BID	20 <sup>th</sup> July , 2021 at 1500 Hrs
5	BID opening date & time	20 <sup>th</sup> July ,2021 at 1530 Hrs
6	Amount of EMD to be deposited	Rs 2000/-
7	Amount of security deposit	3% of contract value
8	Duration of contract	Two years from the date of award of contract. However the same may be extended, if required, on same terms & conditions on mutually agreed basis.
9	Payment	Quarterly

## General Terms and Conditions

The tenderer firm must have at least three years' experience and expertise of maintenance support as well as supply of different types of accessories in respect of CCTV Surveillance System in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Bodies etc. All intending firms are requested to furnish their respective quotations within 20/07/2021 (till 3PM). Selected firm will have to render Annual Maintenance Service (comprehensive) for the CCTV Surveillance System of this office subject to adherence of the following terms and conditions.

### Availability of Tender Document: -

Complete tender documents are available on this office website: <http://www//idsa.in/tender>. Participant bidders should download it.

Last date for seeking clarification, if any, prior to schedule date of opening of tender document. Bidders are also advised to check this office website regularly for amendments, if any.

Pre-qualification criteria: - All the intending firms have to fulfill the following criteria:

### Earnest Money Deposit:

Refundable, interest free Earnest Money Deposit (EMD), of Rs. 2,000/- (Rupees Two thousand) only in the form of Demand Draft drawn in favour of IDSA, New Delhi is required to be submitted.

EMD will be returned to the unsuccessful bidders after completion of tender process.

2.3. Tenders received without EMD/inadequate EMD shall be summarily rejected.

The EMD shall be forfeited:

If the bidder, withdraws the bid during the period of bid validity specified in the Bid.

In case a successful bidder fails to furnish the Security Deposit.

c). if the contractor fails to commence the work within the stipulated date as mentioned in the Letter of Award.

**PERIOD OF CONTRACT (AMC)** AMC shall be for a Period of 2(Two) Year from the date of issuance of award of contract/ work order. AMC for all items may be extended for further period, if required, at same rate, terms and conditions, at the discretion of this office, subject to satisfactory performance of the Agency.

Credentials of the bidder:

The bidder must have at least three year experience for rendering installation /maintenance service of CCTV Surveillance System of project value of at least **Rs. 20 lakh** / Work order for AMC of CCTV Surveillance System more than **Rs. 2 lakh** as well as supply of different types of accessories in respect of CCTV Surveillance System in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Body. Documents in that respect and work completion certificate must be attached.

The bidder should have valid PAN, Trade licence, GST Registration, etc. Supporting papers duly signed by the bidder should be attached.

The bidder must have a registered office/branch office situated at Delhi-NCR and should have work experience from Delhi of at least three year with similar maintenance work of CCTV Surveillance System in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Body of project value of at least **Rs. 20 lakh** / the annual AMC cost of such work should be more than **Rs. 2 lakh**. Documents in that respect and work completion certificate must be attached.

The bidder firm should not be defaulted/black listed/banned by any Government/Public Sector organization/department in India.

The bidder shall provide undertaking For Unconditional Acceptance of Terms & Conditions of the Tender Document on Company's Letter head signed by Authorized Signatory.

Intending firms should have to submit a list containing staff pattern including the technicians. The firm should have to make it clear regarding the number of allotted technicians in the zone in which this office belongs and at the same time data relating to the number of CCTV Surveillance System (office wise) they are responsible to render services should be furnished.

Intending bidders should have to submit certificates issued from various client offices stating therein the concerned firm's performance so that this office may get a notion regarding the standard of their rendered services against the respective CCTV Surveillance System.

Since the type of AMC is comprehensive, if any defective accessory is required to be changed, that should be replaced of the same brand or equivalent/higher quality as available in the market immediately .  
If any accessory of CCTV Surveillance System is required to be taken out from this office, with due approval, for repair/replacement, all cost of such repair/replacement will be borne by the bidder.No extra cost in this regard will be entertained.

4.0 Bid shall remain valid for 90 days after the date of bid opening. The bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

**4.1 LATE BIDS:-** Bidders are advised in their own interest to ensure that bids may be submitted before the closing date and time. Any bid received after deadline for bid submission, will be rejected and will not be considered.

**4.2 ONE BID PER BIDDER** Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the proposals with the bidder's participation to be disqualified.

**4.3 MODIFICATION AND WITHDRAWAL OF BIDS** Bid withdrawal/modification shall not be allowed after end date and time of bid submission. ii. Withdrawal of a bid between the deadline for submission of bids and the expiration of the period of bid validity specified in the tender or as extended, may result in the forfeiture of the bid security. No bid may be modified after the deadline for submission of bids.

**4.4 CLARIFICATION OF BIDS** To assist evaluation and comparison of the bids, the Institute may at its discretion ask the bidder for clarification of the bid. The clarification and response from bidder shall be in writing.

This office reserves the right to accept or reject any or all the tenders without assigning any reason.

4.6 Opening of bids :-

4.7 The bids will be opened in presence of bidder , who wishes to be present on due date and time . Only one bidder per firm shall be allowed .

4.8 Quoted rate ( GST to be shown separately) for rendering comprehensive maintenance services against CCTV Surveillance System of this office must have the validity period for two year w.e.f. selection of the bidder.

Other Terms and Conditions: -

Security Deposit: - Successful bidder will require to deposit 3% of their quoted rate for this comprehensive AMC as "Security Deposit" in the form of Demand Draft in favour of IDSA, New Delhi . within 7 (seven) days from the date of appointing as selected firm for rendering comprehensive maintenance services against the CCTV Surveillance System of this office. Earlier deposited amount of Rs. 2,000/- (Rupees two thousand) only as EMD may be adjusted for this purpose. The total "Security Deposit" of 3% of their quoted rate for this comprehensive AMC will be refunded after expiry of sixty days on completion of two years services satisfactorily by the concerned firm.

5.1 The vendor should inspect the CCTV system/machines on any working day between 11.00 am and

4.00 pm before submitting the quotation and no request thereafter regarding the status of the system will be entertained.

5.2 Visit for prevention/checking/correction of the CCTV Surveillance System of this office by the selected bidder as a remedial measure must be conducted at least once a month and a certificate against each such visit regarding the current status of the system mentioning the period of CCTV footage retention will have to be produced to this office.

5.3 All break-down calls will have to be attended within 48 hours and have to be restored within 96 hours. Any unjustified delay in this regard will attract a penalty of 1% of the contract value against each day.

5.4 Payment will be made, following applicable rules, in quarterly basis (four equal installments ) after rendering three months satisfactory service.

No subletting of the contract will be allowed.

5.6 This office reserves the right to accept or reject even the lowest bidder or any bidder without assigning any reason at any point during the process of tendering. This office also reserves the right to discontinue the work at any stage without assigning any reason. The decision of the Director General, MP-

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No subletting of the contract will be allowed.

5.6 This office reserves the right to accept or reject even the lowest bidder or any bidder without assigning any reason at any point during the process of tendering. This office also reserves the right to discontinue the work at any stage without assigning any reason. The decision of the Director General, MP-

IDSA will be final and binding on this issue.

**5.7 REVIEW OF CONTRACT:**

The performance of the firm shall be reviewed in every quarter and if the performance is not found satisfactorily, the contract will be terminated by giving on 30 days' notice.

**5.8. Cancellation of Contract**

In cases of poor workmanship and non-compliance of tender/agreement or if services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving 30 day's notice and the security deposit will be forfeited.

5.9 . Following documents are to be attached with Tender Document :

- (i) Name of the Firm
- (ii) Office Address of the Firm
- (iii) Work Done during last three years.
- (iv) Works in hand
- (v) Balance sheet for last three years
- (vi) Income tax Return for last three Years
- (vii) GST Registration
- (vii) PAN No of the Firm.
- (viii) GST No of firm

**5.10. Tool and Plants:**

The required tools and plants for carrying out the work shall have to be arranged by the Contractor at his cost and no tools will be arranged by MP- IDSA. The Contractor shall keep all required tools at site.

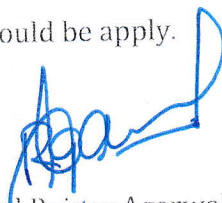
5.11 **Mode of Selection:** Work will be awarded to lowest eligible bidder. The firm who quotes lowest in price bid table and fulfil prequalification criteria will be awarded the work.

**5.11 Dispute Resolution**

Disputes if any, with regards to the interpretation, execution and/or implementation of these terms and conditions shall rest exclusively in the Director General, IDSA whose decision shall be final and binding upon the parties. Disputes, if any, with regard to the decision of the Director General, in this regard, shall be refereed to arbitration at the hands of a sole arbitrator to be appointed by IDSA and all proceedings in this regard shall be subjected to the sole and exclusive jurisdiction of courts of competent jurisdiction at New Delhi.

5.12. Upon the acceptance of bid, the bidder shall be require to enter into an appropriate agreement with IDSA incorporating the aforesaid terms and conditions, inter aila, in accordance with law. All expenses and statutory/regulatory levies in this regards shall be borne by the bidder.

5.13..Standard force-majeure conditions would be apply.

  
Col Rajeev Agarwal (Retd)  
Asst. Director (admin)



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No 1, Development Enclave Rao Tularam Marg  
Delhi cant-110010

Scope of Work

The scope and nature of services to be provided by the contractor shall include scheduled preventive maintenance services which cover periodic and break down servicing, along with replacement of defective spare parts, including Monitors/Cameras and other consumables, if required during the contract period.

1. CAMC of CCTV surveillance system shall include all labour & material including, replacement /repairs of Cameras/Monitors /wiring/POE switches etc., complete in all respects, for ensuring the trouble free services . No separate payment shall be made on any account for entire contract period .

2. It shall be responsibility of the contractor to hand over the complete CCTV system to MP- IDSA in working condition at the expiry of the Contract period.

4. **Important: The Cameras and other equipments that are found not serviceable by the agency or found to be beyond economic repair or not repairable due to non- availability of parts / components / assemblies will be replaced with new one during the term of contract by the contractor . The new item shall be synchronized with the system . Plea of non availability of spare parts shall not be entertained.**

5. Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble free condition during the period of contract.

6. The Service Report of servicing/breakdown repairing of each and every unit shall be maintained. The copy of report shall be submitted along with the bill subsequent to the servicing activity.

7. In case an Camera/Equipment is to be taken to the Service Station/Workshop for repairs etc. with the permission of the engineer in-charge of the Institute and the time taken is more than 5 days , the contractor will provide standby Camera/ Equipment . The Institute will not pay any charges for standby Camera /equipment and will not be responsible for any damage occurred in the standby unit .

8. Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the service sheet.

Form of Tender

(Note: the appendix forms part of the tender)

To,  
MP-IDSA  
No 1, Development Enclave  
Rao Tularam Marg, New Delhi-110010.  
Sir,  
Name of work : -----

Having visited the site and examined the conditions of contract, specifications and schedule of quantities for the above named work, we offer to undertake and complete the whole of subject work in conformity with the said conditions of the contract, specifications and schedule of quantities of this tender documents or such other sum as may be ascertained in accordance with the said condition of contract.

(a) We undertake to complete and deliver the whole of the works comprised in the contract within the time started in appendix hereto.

(b) We have independently considered the amount of liquidated damages shown in the appendix hereto and agree that it represents a fair estimates of loss likely to be suffered by you in the event of the works not being completed properly.

(c) We agree to abide by this tender for the period of Two year from the date fixed for receiving the same or agreed extended period and it shall remain binding upon us may be accepted at any time before the expiry of the period.

(d) Unless and until a formal agreement is prepared and executed, this tender together with your written acceptance thereof shall constitute a binding contract between us.

(e) We understand that if our tender is accepted, we are to be jointly and severally responsible for the due performance of the contract.

(f) We understand that you are not bound to accept the lowest or any tender you may receive.

Dated ..... Day of .....

Signature.....In the capacity of .....  
Duly authorized to sign for and on behalf of.....  
Name and address of the tenderer.  
(IN BLOCK CAPITALS)

WITNESS

Signature .....

Name and address.....

Occupation.....

Annexure-A

Price Bid

Subject : Comprehensive Annual Maintenance Contract for CCTV surveillance system at MP-IDSA

( Rates Quoted should be Exclusive of GST )

SN	Description	Rate per per year	Amount for 02 years (excluding with GST)
0			
1.	Comprehensive Annual Maintenance Contract for CCTV surveillance for 30 Cameras , 02 Monitors and other peripherals at MP- IDSA as per list attached in Annexure-1 Nos		
		Total	

Amount in words :

Sign :  
Stamp.

1. GST shall be paid separately.

List of Inventories  
CCTV INSTALLTION IN PHASE-1 ( MARCH-2017)

Sr No	Description	Qty
1	HD IP Dome Camera. Minimum resolution (colour) : Full HD resolution in Plastic Housing	01 No
2	HD Ip Box Ccamera HP IP Dome Camera. Minimum resolution (colour) : Full HD resolution in Plastic Housing & IP 66	13 Nos
3.	Network Video Recorder for 64 Channel	01 No
4.	LED Monitor -40"	02 No
5	POE Switch 24 Port 10*100 with 02 combo post	08 No
6	Power Supply for Camera	14 No
7.	12 Core single mode fiber optic cable	1600 etre
8.	Cat-06 Cable	600 Metre
9.	SFP module/media Converter	16 No
10.	Control cable /power Cable	1400 Metre

CCTV INSTALLATION IN PHASE -2 ( September 2019)

<u>Sr No</u>	<u>Description</u>	<u>Qty</u>
1.	2 MP IP motorized Varifocal bullet Camera (2.7mm-13.5mm)	<b>01 No</b>
2.	2 MP IP fixed Bullet Camera	15 Nos
3.	64 Chancels Network Video recorder with 4 SATA support	1 No
4.	24 Ports POE switch	1 No
5.	6U wall mounted rack with all accessories	<b>1 No</b>
6.	Power Cable , flexible 3 core 2.5 mm <sup>2</sup>	100 Mtr
7	UTP Cat6 Cable	700 Mtr
8	PVC Conduit pipe dia 25mm with fittings and Installation	<b>500 Mtr</b>

Inventory added in February -2021

<u>Sr No</u>	<u>Description</u>	<u>Qty</u>
1.	Outdoor Point to point wireless unit (transmitter and receiver )	<b>01 Set</b>
2.	Cat-06 Lan cable	50 Metre
3.	POE Gigabyte network switch	1 No
4.	4 TB hard disc .	1 No .

Note : Above list is status of major equipments in June-2021. Any other item which may require to be fitted for smooth functioning of the system by the Institute shall be considered in the ambit of CAMC .