

To,
The Purchase officer
India International Centre,
40, Max Mueller Marg, Lodhi Estate,
New Delhi- 110 003.

Subject: Annual Maintenance contract for the CCTV Cameras Comprehensive & non-comprehensive type at India International Centre, 40 Max Mueller Marg, Lodi Estate, New Delhi-110003 (Main Centre + Annexe) for the period 01 April 2020 to 31 March 2021

Dear Sir,

1. I/We* have read and examined the offer documents relating to the above said work, which is consisting of:
 - A) Instructions to Contractors
 - B) Scope of Work
 - C) General Conditions of Contract
 - D) Location detail of camera
 - E) Financial bid form - Comprehensive AMC
 - F) Financial bid form - Non Comprehensive AMC
2. I/We* hereby submit my/our* offer for providing **Annual Maintenance Contract for the CCTV Cameras Comprehensive & Non Comprehensive type at India International Centre, 40 Max Mueller Marg, Lodi Estate, New Delhi-110003 (Main Centre + Annexe)** for the complex referred to in the aforesaid documents, upon the terms & conditions contained or referred to therein, and in accordance to and in all respects of specifications and instructions issued from time to time at the rates quoted for the services in the financial bid form during the period set out in the tender documents.
3. I/We* hereby undertake to keep my/our* offer valid for a period of 3 months from the date of opening of offer.
4. I/We* hereby further undertake, that during the said period, I/We* shall not vary, alter or revoke my/our* tender.
5. Should this offer be accepted, I/We* hereby agree to abide by, and fulfill all the terms, conditions and provisions of the aforesaid tender documents.
6. I/We* understand, that IIC is - not bound to accept lowest offer or not bound to assign any reason for rejecting my/our* offer.

Name & Signature along with
Seal of Company

INDIA INTERNATIONAL CENTRE

CHECK LIST FOR TENDER FORM

1	Name of Contract		
2	Name of the Vendor		
3	Status of the Vendor i.e. Whether applying as a Principal/Authorised Distributor/Dealer. Documentary proof to be enclosed. (Must)		
4	Complete Address of the Vendor		
5	Telephone No. / Mobile No /Fax No. /Email ID		
6	Name of Contact Person & Mobile No.		
7	Copy of Registration of Shop in Delhi for doing Business is enclosed. (Must)	Yes / No	
8	Whether EMD of Rs. 5,000 enclosed. Original DD/Cash receipt to be enclosed. (Must)	Yes/No	DD/Cash Receipt No. Date.....
9	Whether EMD exemption sought	Yes / No	(No EMD for existing vendor)
10	Whether Tenderer (Principal / Authorised Distributor / Dealer/ Merchant.) is having 3 yrs experience in supply of _____ business. List of suppliers to be enclosed in support of experience.		
11	Whether having PAN/GIR Regn No. A self-attested copy to be enclosed. (Must)	Yes/No	Regn No....., Date....
12	Whether self-attested copy(s) of Income Tax (Latest Income Returns enclosed) (Must)	Yes/No	
13	Whether having GST / TIN Number / C.S.T. Self attested copy to be enclosed. (Must)	Yes/No	Regn No....., Date....
14	Whether Certificate for unconditional acceptance of all the terms and conditions of the tender on the Bidder's letter head enclosed as per format. (Must)	Yes/No	
15	Has your company been Black Listed by any company in Delhi, If yes, give details.	Yes/No	
16	Whether ESI & PF compliance is being done by the vendor for staff deployed.	Yes/No	(For Services Contract)

Vendor Signature with Stamp

INSTRUCTIONS TO CONTRACTORS

1. Sealed offers are invited by India International Centre, New Delhi for providing Annual Maintenance Contract for the CCTV Cameras Comprehensive & non-comprehensive type at India International Centre, 40 Max Mueller Marg, Lodhi Estate, New Delhi-110003 (Main Centre + Annexe)
2. Offer will be sent to the office of the Purchase officer, India International Centre which shall receive them up to **1700 hrs. on 25 February 2020.**
3. The rates shall be quoted neatly both in figures and in words. In case of discrepancy in the rates quoted in words and figures, rates quoted in words shall prevail.
4. The contractor shall keep his offer open for acceptance for three months from the date it is opened.
5. IIC reserves the right to reject any or all the offers without assigning any reasons.
6. The IIC reserves the right to extend the AMC period beyond 31 March 2021 for a period of Two months, on the same terms and conditions which the Vendor agree to honor.
7. Checking the present working status of the systems
 - 7.1 Bidder has to visit 40, Max Mueller Marg , New Delhi and find out operational status (upfront verification) if any equipment found faulty , bidder has to replace it and make it operational bidder , should quote the charges for faulty units
 - 7.2 The bidder should provide the quotation separately for the unserviceable items found during your inspection.
8. Instructions to contractors shall form part of the contract.

SCOPE OF WORK

1 Annual maintenance of CCTV system (Non Comprehensive type)

Bidder has to depute skilled, trained and experienced personnel to execute AMC jobs throughout the period of contract.

Preventive maintenance:

- i) Periodic check to ensure satisfactory performance of CCTV systems
- ii) Take corrective actions in case of abnormal alarm conditions.
- iii) Making minor modifications & trouble shooting as and when required.

2 Routine maintenance:

- i) Check all Cameras, Monitors and Keyboard operation in control room.
- ii) Check display of all cameras in Alignment as well as matrix form in DVRs.
- iii) Check system errors and alarms.
- iv) Check for recording of cameras and take backup in DVD on daily basis. For taking

3 Break down maintenance:

The Bidder shall report at the site immediately (within 24 hours) upon receiving breakdown call from owner, in order to solve the reported problem and to maintain the CCTV system healthy in all respects for normal operation.

Following jobs are to be carried out in case of breakdown.

Identification and rectification of faults in the system.

- i) Checking of entire system after rectification of faults.
- ii) Handing over and observation of the system performance.
- iii) Preparing the report for the break down.

4 Reports:

Routine maintenance, preventive maintenance, checklists, fault rectification records shall be compiled and submitted to Engineer-In-Charge.

- i) Recording has to be stored in DVD format on daily basis.
- ii) Max 02 month's record shall be maintained on DVD as per First in First Out.

5 Repairing of Faulty Cards:

- i) The card which shall be removed from the existing system for repairing purpose shall be arranged to repair by the vendor.

Repairing (material parts) estimate shall be approved by the IIC prior to initiate repair job in Non-comprehensive contract. Repairing labour cost, Packing, forwarding and to & fro transportation (IIC to Vendor works) shall be in the scope of IIC.

The skilled technician deployed by the Bidder shall have knowledge in Samsung make CCTV system and should be well aware of the system on which he has worked. As a documentary proof, the skilled technician should provide a copy of experience certificate regarding firsthand experience on Samsung make security surveillance system in a reputed and existing organization.

6 MONTHLY PREVENTIVE MAINTENANCE

1. Fast dome camera

- a) Check the Display on monitor.
- b) Check the movement (Pan ,Tilt &Zoom)
- c) Servicing of moving parts
- d) Check cleanliness of Camera Dome, Lens.

2. Bullet Cameras/ Revolving camera or PTZ Camera

- a) Check the Display on monitor.
- b) Check the movement (Pan ,Tilt &Zoom)
- c) Servicing of moving parts.
- d) Check cleanliness of Camera Dome, Lens

3. Bullet Cameras/ Revolving camera or PTZ Camera

- a) Check the Display on monitor.
- b) Check the movement (Pan, Tilt &Zoom)
- c) Servicing of moving parts.
- d) Check cleanliness of Camera Lens
- e) Check the networking with the computer wing

4. Control room panels

- a) Check alarms condition, record alarms status.
- b) Thorough Check up of DVRs, Matrix switches, Disk Arrays etc.
- c) Check display of all cameras in Alignment as well as matrix format for DVR

GENERAL CONDITIONS OF CONTRACT

GENERAL:

All requirements under various labour statutory laws must be complied with. Any default will be to the liabilities of the contractor and the contractor will reimburse any amount paid by the Centre by way of default, interest and penalty.

The contractor undertakes to furnish all details as and when asked for by the Centre and will also maintain and produce to the satisfaction of the Centre the relevant records of all payment made by the contractor, which will be intimated to the Centre immediately.

The agency applying for this tender should produce the following certificates.

- PF Registration Certificate
- ESI Registration Certificate
- PAN Number
- GST Registration Certificate

The agency will also be required to submit an undertaking that no legal suit is pending with regards to any violation in the PF Act, ESI Act, Labour Laws etc. and provide details in case there is any suit pending against the agency.

Before taking up the Contract the agency shall give details of the employees who shall work at the India International Centre premises and their PF numbers.

The agency shall provide, for security reasons, the following details of the staff, proposed to be deployed viz. Total no. of staff proposed to be deployed, their name, age, residential address, category and scale of pay for the proper identification along with recent passport size photograph.

The agency shall provide to all its employees' uniform of the style, color pattern and specification provided by IIC

The contractor shall keep IIC completely indemnified against any/all liabilities arising due to non-compliance or delay in compliance of all statutory obligations.

The Contractor shall take out workmen compensation policy covering all his workmen and submit the same to IIC. This policy shall be in a joint name of IIC, and Contractor with IIC name as the first party in the policy.

The Contractor shall not sub-contract/assign any part of the 'Services' to be performed, without prior written permission of IIC. India International Centre can disqualify the agency not meeting the above requirements.

SUPPLY OF LABOUR:

- (i) The Contractor shall pay wages to Labour employed by him directly, which shall not be less than the minimum wages, and DA, as notified by Delhi Administration from time to time.
- (ii) The contractor shall get the works supervised by an Engineer who would be well qualified, experienced for this job. As and when, any extra work is to be carried out, the contractor shall provide the labour without any extra payment.
- (iii) The contractor shall, wherever applicable, comply with the provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Employees provident Fund & Miscellaneous Provisions Act 1952, ESI Act 1948, Employer's Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act 1947, Maternity Benefit Act 1961, and Contractor's Labour (Regulations and Abolition Act) 1970 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time.
- (iv) The Contractor shall indemnify the IIC against any payments to be made under and for the observance of the above mentioned various laws & rules.

AMC PRICES:

- (i) The quoted prices shall be firm for the entire period of AMC. Any increase/s in the statutory wages by the Delhi Government should be envisaged in the quoted price. IIC shall not, in such event, pay any enhancement/s to the contractor during the tenure of the AMC.

DEDUCTION OF TAXES AT SOURCE

- (i) Taxes at source shall be deducted from all the payments, in accordance with the provisions of Income Tax Act, 1961, or any other relevant act in force.

ENGINEER-IN-CHARGE (IIC)

- (i) The duties of the representative of the Engineer-in-charge are to watch and supervise the works and to test and examine any materials to be used or workmanship employed in connection with the works.
- (ii) The Engineer-in-charge may from time to time, in writing, delegate to his representative any of the powers and authorities vested in the Engineer-in-charge.
- (iii) If the Contractor is dissatisfied with any decision of the representative of the Engineer-in-charge, he shall be entitled to refer the matter to the Engineer-in-charge who shall thereupon confirm, reverse or vary such decision.

- (iv) The Engineer-In-Charge will issue a certificate of satisfaction of work being done by the agency in an appropriate format along with the monthly payments certified by him. EIC will also point out any dissatisfaction in the level of service being provided and ensure that maintenance schedules are being followed. EIC will specify if any penalty, as provided in the contract, is to be levied.
- (v) The Engineer-in-charge /Accounts Executive of IIC may cross check the deployment of staff at UC at any time. The contractor shall ensure the availability of agreed staff as per the work order, once the contract is awarded.

PAYMENT ON ACCOUNT

- (i) Payment of the monthly Contractor's bills shall be made by IIC within 15 days from the date of submission of the bill subject to, there being no dispute or discrepancy in the Bill.

INSURANCE UNDER WORKMEN'S COMPENSATION ACT AND OTHER LIABILITIES

- (i) In the event of there being, any increase of workmen's compensation, insurance premium under any law or any additional or new liability under the labour laws being imposed on the contractor after the date of submission of the tender, the additional expenditure incurred by the Contractor shall be borne by him and no claim shall be entertained by IIC on any account. The contractor may envisage such increase/s in the quoted price.

OVERPAYMENTS & UNDERPAYMENTS:

- (i) Whenever any claim for the payment of a sum of money to IIC arises out of or under this Contract against the Contractor, either he shall pay the claim on demand or the same may be deducted by IIC from any sum due or which at any time thereafter may become due to the Contractor under this Contract and failing that under any other Contract with IIC or from any other sum due to the Contractor from the IIC which may be available with IIC from his security deposit.
- (ii) If any damage/theft is caused to the assets/property/office equipment by staff or supervisor of the Contractor, then the Contractor shall bear the cost of repair or replacement. The decision of Director IIC in this regard shall be final and binding on the contractor.

CANCELLATION OF AMC IN FULL OR IN PART

- (i) If at any time the Contractor makes default in proceeding with the works with due diligence, and continues to do so, after a notice in writing of 7 days from the Engineer-in-charge, or commits default in complying with any of the terms and conditions of Contract and does not remedy it or take effective steps to remedy it or fails to complete the items of work as per schedule attached and does not complete them within the period specified in the notice given to him in writing, IIC may without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to IIC, by written notice, cancel the contract.
- (ii) On such cancellation, IIC shall have powers to take possession of the site and any materials thereon; and/or carry out the incomplete work by any means at the risk and cost of the contractor.
- (iii) Any excess expenditure incurred or to be incurred by IIC in completing the works or part of the works, or the excess, loss or damages suffered or may be suffered by the aforesaid, after allowing such credit as shall be due, shall be recovered from any money due to the Contractor on any account, and if such money is not sufficient, the Contractor shall be called upon in writing to pay the same within 30 days.

ARBITRATION:

- (i) Except where otherwise provided for in the contract, all questions and disputes relating to the meaning of the specifications, and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, specifications, instructions, orders or these conditions or otherwise concerning the works, or the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof shall be referred to the sole Arbitrator to be appointed by Director, IIC.
- (ii) The arbitrator(s) may from time to time with consent of the parties enlarge the time for making and publishing the award.
- (iii) The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings, and no payment due or payable to the Contractor shall be withheld on account of such proceedings.
- (iv) The arbitrator shall be deemed to have entered on the reference on the date, he issues notice to both the parties fixing the date of the first hearing. The arbitrator shall give a separate & reasoned award in respect of each dispute.

- (V) The venue of arbitration shall be within Delhi, such place, as may be fixed by the Arbitrator with his sole discretion within Delhi.
- (vi) The award of arbitrator shall be final, conclusive and binding on all parties to this Contract.
- (vii) The cost of arbitration shall be borne by the parties to the dispute as may be decided by the arbitrator (s).

LAWS GOVERNING THE CONTRACT:

- (i) This contract shall be governed by the Indian Laws in force.

OTHER TERMS & CONDITIONS OF THE CONTRACT:

Contractor's Staff

- (i) The Contractor shall ensure that the workers are properly dressed and in uniforms, as approved by IIC. Identity cards must be displayed at all times. Movement in the Complex shall be done only on bonafide works. General discipline and good behavior shall be maintained at all times.

Removal of Workmen

- (i) The Contractor shall employ, and for the execution of various works, only such persons as are skilled and experienced in their trades and submit the list of workers so employed, and the Engineer-in-charge/HMD shall be at liberty to object to and require the Contractor to remove from the works any person employed by the contractor who in the opinion of the Engineer- in-charge/HMD misconducts himself or is incompetent or negligent in the proper performance of his duties and such person shall not be again employed upon the works without permission of the Engineer-in- charge/HMD. Decision of the Engineer-in-charge/HMD in this respect shall be final and binding on the contractor.

Scope of work - Comprehensive Annual Maintenance Contract of CCTV Cameras installed at Main Centre, Kamla Devi Block, Annexe Building				
S.no	Particular	Qty	Rate	Amount
(a)	Details of Camera			
1	Camera Samsung Indoor Dome SID 50P with lens	11		
2	Camera Samsung Dome STC/SCD 2080 RP	1		
3	Camera Samsung Outdoor Bullet STC/SCO 2080 RP	3		
4	Camera STC/SCO 2080 RP	45		
5	Camera Samsung SNB 5001	2		
6	Camera Samsung SCD 2010 P	2		
7	Camera Samsung SCD 2020P	3		
8	Camera Samsung SDC 415PD with lens	7		
9	Camera Samsung Indoor Dome SID 50 P with lens	4		
10	Camera Samsung SLC 550 IP	2		
11	Camera SMR	51		
	Total Cameras	131		
(b)	Details of DVRs			
1	Main Building 16 Channel DVR	3		
2	Main Building 8 Channel DVR	3		
3	Kamla Devi Block 16 Channel DVR	2		
4	Kamla Devi Block 8 Channel DVR	2		
5	Annexe Building 16 Channel DVR	1		
6	Annexe Building 8 Channel DVR	1		
	Total DVRs	12		
(c)	HDD 2 TB Seagate Sata	18		
(d)	HDD 500 GB	2		
(e)	TFT 18.5" Samsung	1		
(f)	TFT 32" Samsung	1		
(g)	TFT 43" Samsung Plasma	1		
(h)	Power Adaptors 12 V 2 Amp	131		
	Total			
	GST 18% Extra			
	Net Total			

Scope of work - Non Comprehensive Annual Maintenance Contract of CCTV Cameras installed at Main Centre, Kamla Devi Block, Annexe Building				
S.no	Particular	Qty	Rate	Amount
(a)	Details of Camera			
1	Camera Samsung Indoor Dome SID 50P with lens	11		
2	Camera Samsung Dome STC/SCD 2080 RP	1		
3	Camera Samsung Outdoor Bullet STC/SCO 2080 RP	3		
4	Camera STC/SCO 2080 RP	45		
5	Camera Samsung SNB 5001	2		
6	Camera Samsung SCD 2010 P	2		
7	Camera Samsung SCD 2020P	3		
8	Camera Samsung SDC 415PD with lens	7		
9	Camera Samsung Indoor Dome SID 50 P with lens	4		
10	Camera Samsung SLC 550 IP	2		
11	Camera SMR	51		
	Total Cameras	131		
(b)	Details of DVRs			
1	Main Building 16 Channel DVR	3		
2	Main Building 8 Channel DVR	3		
3	Kamla Devi Block 16 Channel DVR	2		
4	Kamla Devi Block 8 Channel DVR	2		
5	Annexe Building 16 Channel DVR	1		
6	Annexe Building 8 Channel DVR	1		
	Total DVRs	12		
(c)	HDD 2 TB Seagate Sata	18		
(d)	HDD 500 GB	2		
(e)	TFT 18.5" Samsung	1		
(f)	TFT 32" Samsung	1		
(g)	TFT 43" Samsung Plasma	1		
(h)	Power Adaptors 12 V 2 Amp	131		
	Total			
	GST 18% Extra			
	Net Total			

**LOCATION DETAILS OF CAMERAS INSTALLED IN MAIN BUILDING, ANNEXE,
KAMLADEVI BLOCK**

CAMERA SL. NO.	LOCATION - MAIN BUILDING (192.168.2.20.4000)	Remarks
1	Auditorium outside	
2	Time Office	
3	Auditorium Lobby	
4	Library	
5	Pastry Shop	
6	Reception (Main)	
7	Basement Entry	
8	Gate No. 2	
9	Gate No 3	
10	Himalayan Club	
11	Kitchen	
12	Maintenance LT Panel Room	
13	Dining Hall	
14	Lounge	

CAMERA SL. NO.	LOCATION - ANNEXE BUILDING (192.168.0.61.4505)	Remarks
1	Annexe Lounge	
2	Annexe Dining	
3	Annexe Gate	
4	Annexe Reception	

CAMERA SL. NO.	LOCATION - Kamla Devi Block (Outside) (192.168.2.22.4000)	Remarks
1	Back Side	
2	Back Side	
3	Back Side Verandah	
4	Gate Next to Gate No. 1	
5	Gate No 1	
6	Ground Floor Back Side	
7	B-2 Back Side	
8	B-2 Lift	
9	B-2	
10	2 nd Floor Art Gallery	
11	1 st Floor (Seminar Hall 1,2&3)	
12	Ground Floor Front	
13	B-1 Lift	
14	B-1 Booking Office	
15	2 nd Floor Back Side	
16	1 st Floor Back Side	

CAMERA SL. NO.	LOCATION - CAFETERIA, SELF SERVICE LOUNGE-PBEB (192.168.0.65.4520)	Remarks
1	Cafeteria Toilet Entry	
2	Self Service Lounge	
3	Cafeteria	
4	Self Service Lounge Kitchen Entry	
5	Self Service Lounge Entry	

CAMERA SL. NO.	LOCATION - ANNEXE BUILDING (192.168.0.65.4520)	Remarks
1	Art Gallery (BI) Annexe Building Camera 1	
2	Art Gallery (BI) Annexe Building Camera 2	
3	Art Gallery (BI) Annexe Building Camera 3	
4	Art Gallery (BI) Annexe Building Camera 4	
5	Lecture Hall-2	
6	Lecture Hall-2 Out Side Entry (Near AHU)	
7	Committee Room Corridor	
8	Lecture Hall-1 Ground Floor Corridor	
9	Lecture Hall-1 Ground Floor	

CAMERA SL. NO.	LOCATION - KAMLADEVI BLOCK- Inside (192.168.064.4520)	Remarks
1	Multipurpose Hall (GND Gate No. 1)	
2	Multipurpose Hall (GND Gate No. 2)	
3	Multipurpose Hall (GND Gate No. 3)	
4	Multipurpose Hall (GND Gate No. 4)	
5	Multipurpose Hall (GND Near Stage)	
6	First Floor New Building Corridor No. 1 (Near Lift Lobby)	
7	First Floor New Building Corridor Near Seminar Hall-3	
8	First floor New Building Corridor (Near Exit Area)	
9	Seminar Hall 1 First Floor	
10	Seminar Hall 2 First Floor	
11	Seminar Hall 3 First Floor	
12	Art Room 2nd Floor Lift Lobby Gate	
13	Art Room 2nd Floor No 2	
14	Art Room 2nd Floor No 3	
15	Art Room 2nd Floor No 4	
16	Art Room 2nd Floor No 5	

CAMERA SL. NO.	LOCATION - MAIN BUILDING (192.168.2.62.4520)	Remarks
1	Near Accounts Office 2nd floor	
2	Corridor Ist Floor Near Conference Room-1	
3	Conference Room-1 Entry	
4	Conference Room-1 Table Area Left	
5	Conference Room-1 Back Side Entry	
6	Conference Room-1 Table Area Right	
7	Conference Room-2 (2 nd Floor Right Side)	
8	Conference Room-2 (2 nd Floor Left Side)	
9	2nd Floor Old Building Corridor No-I (Terrace Pergola)	
10	Dining Hall Main	
11	Near Ladies Toilet Programme Block (PBEB)	
12	Near Ladies Toilet Programme Block (PBEB) Camera 2	
13	Programme Block (PBEB) Out Door Fountain Lawn	
14	Near Gents Toilet Programme Block (PBEB) Out Door Camera	
15	Near Service Gate Programme Block (PBEB) Out Door Camera	
16	Gate No 5 Hikvision make	

(On Vendor Official Letter Head)

To,

Date:

The Purchase Officer

India International Centre

40, Lodhi Estate, Max Mueller Marg,

New Delhi - 110003

**CERTIFICATE FOR UNCONDITIONAL ACCEPTANCE OF
TERMS & CONDITIONS, SPECIFICATIONS OF THE TENDER**

Sir,

It is certified that I/we have studied/understood and hereby agree for the terms and conditions, Scope of Supplies and specifications of the Tender for **AMC OF CCTV** at India International Centre.

Vendor Signature with stamp