

**Indira Gandhi National Tribal University,
Amarkantak (M.P) 484 887.**



TENDER DOCUMENT

FOR ANNUAL MAINTENANCE CONTRACT OF EXISTING CCTV

SURVEILLANCE SYSTEM

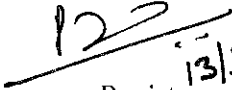
AT LALPUR CAMPUS, AMARKANTAK

NIT No. & Date	IGNTU/2020/CCTV-AMC/06 date: 3.05.2020
Cost of Tender Document	Rs. 1000.00 (one Thousand only)
Estimated Cost of Tender	Rs. 10.00 lakhs (Ten lakhs only)
Earnest Money Deposit (EMD)	Rs. 25000.00 (twenty five thousand only)
Last Date for submission of Tender	04th June 2020
Date & Time for opening of Tender	05th June 2020 at 4:00 PM
Address for submitting Tender	The Registrar Indira Gandhi National Tribal University Lalpur, .) 484887, Amarkantak, District- Anuppur (M.P)
Location & Area to be covered	IGNTU campus, Amarkantak (M.P.)
Website	www.igntu.ac.in

INSTRUCTIONS TO BIDDERS

1. Sealed tenders are invited for Annual Maintenance Contract of Existing CCTV Surveillance System at IGNTU from reputed firms with adequate capacity, experience and sound financial standing.
 - Interested bidders may download the Tender Document from the University website: www.igntu.ac.in.
 - Interested bidders have to deposit non refundable amount of Rs.1000/- (One thousand) only through online mode in favor of "Indira Gandhi National Tribal University payable at Canara Bank, Amarkantak (A/C No. 6752101000027, IFSC: CNRB0006752).
2. This tender is a two bid process.
 - The Technical Bid shall contain the complete technical & commercial details as per Annexure A. The envelope should be super scribed as Technical bid for AMC of CCTV surveillance system at IGNTU and the name and address of the bidder must be mentioned.
 - The Financial Bid shall contain the price Schedule as per Annexure C. The envelope should be super scribed as Financial bid for AMC of CCTV system at IGNTU and the name and address of the bidder must be mentioned.
 - Both the above envelopes must be sealed inside an outer cover super-scribed "Tender for Annual Maintenance Contract of Existing CCTV Surveillance System at IGNTU" and sent to the address:

The Registrar,
Indira Gandhi National Tribal University Lalpur, 484887
Amarkantak, District- Anuppur (M.P.).
3. The technical bid will be opened on the scheduled date in Hall No.2, Swami Vivekananda Administrative Bhawan, IGNTU in the presence of the bidders or their authorized representatives.
4. The Financial Bids will be opened at a later date of only those bidders who will be declared technically qualified i.e. fulfils the requirements of tender documents as mentioned in the terms and conditions and meets all technical details contained in this tender document.
5. The decision of the Competent Authority of the University shall be final and binding on the bidders.
6. The tender duly filled in and complete in all respect, along with all the above mentioned documents duly signed on each and every page thereon should reach on or before the lat date through **Speed Post/Registered post only**.


13/5/2020
Registrar
Indira Gandhi National Tribal University,
Amarkantak (M.P.) 484 887.

SCOPE OF WORK

1. AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specifications and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.
2. Barring force majeure any damages should be covered under this comprehensive annual maintenance contract.
3. The firm has to ensure uninterrupted recording of CCTV surveillance system at all location in IGNTU. It includes relocation of CCTV cameras and time to time checking proper connectivity of surveillance system.
4. The qualified firm is supposed to response within 24 hours in the case of any break down or complaint launched from IGNTU. The same complaint must be resolved in 48 hours otherwise penalty shall liable to be imposed @ Rs. 1000 per day.
5. The qualified firm should depute minimum one service personnel at IGNTU. The service personnel shall preferably have five years experience in handling, repairing and operating CCTV cameras. A declaration must be submitted along with the technical bid. The bidders who fail to submit this declaration shall be considered ineligible.
6. The qualified firm must replace all the faulty equipments associated with CCTV surveillance system i.e. cameras, wiring, NVR, HDD, joystick, POE switch, media converter, patch chord, power supply adapter and other minor accessories with the spares of the same company and specifications to the greatest extent. In case of non availability, the qualified firm must seek approval of the competent authority. Interested bidders must visit the campus and ensure to get all necessary information before submitting their bids. Bids submitted without duly signed pro-forma (Annexure-D) by IGNTU official certifying the visit made by the bidder, shall be rejected.
7. The firm shall carry out change in location of cameras as per directions which should be suitably noted. The firm shall also be responsible for cleaning of all hardware using suitable cleaning material and supportive equipment.
8. IGNTU will not make any payment towards cartage. The expense for the to and fro transportation of the machines will be borne by the firm concerned.
9. The equipment being taken to the workshop for repair would be at company's 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 company.
10. All tools and testing instruments required for checking, testing and attending to routine maintenance and breakdowns shall be arranged by the contractor.
11. 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/USB disk storage devices in the regular interval as instructed. The provision of DVD/CD shall be in the scope of work of tender.

12. 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 IGNTU after at the time of expiry of the contract.

13. All materials and reports generated by company under this agreement shall be deemed to be "work made for hire" and own exclusively by IGNTU.

The Company recognizes that in the course of the transactions, it may be privy to certain information ("Confidential Information"), relating to IGNTU work including legal, financial, technical, commercial, marketing and business related records, data, documents, reports, (whether or not the information is marked or designated as "Confidential" or "Proprietary").

The company agrees that it shall:

- Keep all the information strictly confidential and shall not, divulge such confidential information to any person.
- Take all steps to protect the integrity of the confidential information and to ensure against any unauthorized disclosure thereof;
- Promptly inform Chief Proctor/ Proctorial Board/ Security Officer of any potential or accidental disclosure of the confidential information and take all steps, together with IGNTU, to retrieve and protect the said confidential information.
- Separate registers/ format/ service report shall be maintained for maintenance works and surveillance activity. Signature of the official must be recorded in the surveillance activity register/format/service book on whose directions video is checked and changes in the location of the cameras are carried out. The copy of the maintenance works register/ format/ service report only has to be enclosed along with the monthly invoice.
- The company 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 IGNTU premise.
- The Company shall not engages in any private work /act/practice in IGNTU premise.
- Renting, lending and copying of any software and hardware products are completely prohibited.
- Ensure all storage and apparatus should be virus free.

Any breach of this clause may cause IGNTU substantial and irreparable damages, and in any event of such a breach, in addition to other remedies, which may be available, the IGNTU shall have the right to seek specific performance and injunctive and equitable relief.

TERMS AND CONDITIONS

GENERAL:

1. The Tender must be submitted in two sealed envelopes enclosed inside an outer cover.
2. The period of award of contract will initially be for one year, and extendable for another one year subject to satisfactory services and approval of the competent authority of the IGNTU. This extension is also subjected to maximum period of 2 years and no increment in AMC charges shall be entertained at the time of extension.
3. The rates in the Financial Bid (Annexure-B) are to be quoted both in words and figures. Overwriting, cutting, use of whitener etc. is strictly prohibited. Words shall be considered as final in case of any discrepancy.
4. The firm must enclose the copy of the following:
 - Registration Certificate.
 - Income Tax Return for the last three years.
 - Company profile, Income Tax clearance certificate and list of valued customers. All the documents are to be attached with Technical/ pre-qualification bid.
5. The firm must be an authorized dealer/ service center of the reputed camera manufacturing company. A valid authorization letter mentioning NIT No. of this tender shall be mandatorily submitted.
6. The tender shall remain valid for 120 days after the date of commercial bid opening. If any bidder withdraws his tender before the said period the IGNTU shall without prejudice to any other right or remedy, be at liberty to forfeit the EMD.
7. Interested bidders have to deposit an amount of Rs.25000.00 (twenty five thousand only) through online mode in favor of "Indira Gandhi National Tribal University payable at Canara Bank, Amarkantak (A/C No. 6752101000027, IFSC: CNRB0006752). Tenders without EMD will not be considered in any circumstances. The EMD of the unsuccessful bidders will be returned in due course of time. No interest is payable by the IGNTU on EMD. In case, the Tender is accepted by the IGNTU, and the firm fails to undertake the maintenance contract then the EMD will be forfeited. Tender fee and EMD has to be paid separately.
8. The quantity of the cameras given in this tender is approximate which may increase for which no compensation will be paid. However, this increase is limited to 50 numbers of cameras.
9. All connected accessories related to CCTV surveillance System & Door access control system will also be covered in AMC.

AWARD OF CONTRACT:

IGNTU will award the contract to the successful bidder whose bid would be determined to be substantially responsive, technically complied and determined as the best evaluated bid in terms of lowest rates quoted for Gross Amount for AMC for 1 year in the Financial Bid.

PAYMENT TERMS:

The copy of the maintenance works register/ format/ service report only has to be enclosed along with the monthly invoice. Penalties imposed if any, shall be deducted from the monthly payment due to the contractor. However, all penalties on the contractor shall continue as per penalty clause to be liable even after termination of the contract and same shall be deducted from any other bill or security deposit due to contractor.

TERMINATION BY DEFAULT:

IGNTU may, without prejudice to any other remedy for breach of contract, by written notice of default sent to supplier, terminate the contract in whole or part, if the supplier fails to perform any obligations under the contract.

ELIGIBILITY CONDITIONS:

The bidders are required to submit a proof in form of the supporting document(s), wherever required as stated in scope of work and terms and conditions, failing which, the tender will not be considered. Bidder's fulfilling the following conditions will only be considered for further processing:

1. The firm has to provide all the Annexures .i.e. A, B, C, D, E and F duly sealed and signed.
2. The bidder should have valid registration number with appropriate authority.
3. The firm should satisfy the following:-
 - a. The firm should have at least three years experience in the field of CCTV surveillance system installed in University/ Autonomous organisations.
 - b. The firm should have experience of at least one AMC of 300 numbers of CCTV camera or above in past three years.

or

The firm should have experience of at least two AMC of 150 numbers of CCTV camera or above in past three years.

4. No joint venture or consortium of any kind is allowed for bidding.
5. Barring force majeure any damage is required to be covered under the AMC as indicated under scope of work.
6. The components of the equipment's will be the whole responsibility of the bidders for procurement and replacement as and when required during the period of AMC.

BIDDING PROCEDURE

1. No bid will be accepted after due date and time under any circumstances. This office will not be responsible for any postal delay and also for reasons beyond the contract of this office.
2. Technical bid must contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical bid of all the tender will be opened on pre scheduled date, time and venue. Technical bid without EMD will be summarily rejected.
3. Financial bids, of only successful technical bids will be opened.

SUBMISSION OF BID

1. All offers shall be made available in hard copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all the pages of the hard copy.
2. All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.
3. The bid should be submitted in the prescribed bid form of this document. All columns of the bid form should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.
4. No bid may be modified subsequent to the deadline for submission
5. The IGNTU reserves the right to inspect any or all the works and satisfy itself about the quality and reliability of the service rendered before opening of the concerned vendor's price bid.
6. Blank or use of word "Noted" against any of the Bid condition shall mean bidder agrees to comply with those conditions of Bid.

OPENING OF BIDS:

- a. IGNTU will open the Technical bids at scheduled time, date and venue in the presence of the bidders representatives who wish to attend.
- b. The bidder's representatives who will be present shall sign on the paper evidencing their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- c. The bidder's names, bid withdrawals, presence of bid security and such other details as the Purchaser at its discretion may consider appropriate will be announced at the bid opening.
- d. The firm who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelope i.e. "Financial Bid".

CLARIFICATION OF BIDS:

To assist the examination, evaluation and comparison of bids, the IGNTU will constitute a Technical Evaluation Committee and on its discretion, ask for any clarification of the bid from the bidder. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

EVALUATION OF BIDS:

1. The IGNTU will examine the bids to determine whether they are complete, required EMD has been furnished and all relevant documents have been properly signed. The conformity of the bids to the technical specification and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
2. The correctness of the information furnished by the bidder in its bid. In case any information is

found to be incorrect/false, the bid shall be considered as non-responsive.

3. The technically qualified bidder will be considered for award of work if it is found to have quoted least rates for Gross Amount for AMC in Financial Bid.

IGNTU RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS:

1. IGNTU reserves the right to accept or reject any bids and to annual the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the IGNTU's action.
2. The acceptance of tender will rest with Registrar, IGNTU who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders receive without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
3. Canvassing in connection with tenders is illegal and strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

TERMINATION BY DEFAULT

- A. IGNTU may without prejudice to any other remedy for breach of contract , by written notice of default sent to vendor, terminate the contract in whole or part
 - i. If the vendor fails to provide service/ rectify the fault within the time period specified in the contract or any extension thereof granted by the IGNTU.
 - ii. If the vendor fails to perform any other obligation under the contract.
- B. In the event the IGNTU terminates the contract in whole or in part the IGNTU may procure, upon such terms and in such manner, as it deem fit , services similar to those undelivered for any excess costs for such similar services. However, the vendor shall continue the performance of the contract to the extent not terminated.

APPLICABLE LAW

The contract shall be interpreted in accordance with the laws of the Union of India and will be under the Jurisdiction of Hon'ble High Court Jabalpur.

TAXES AND DUTIES

Vendor shall be entirely responsible for all taxes, duties, license, fees etc. incurred until delivery of the contracted services to the IGNTU. No tax or duty will be payable by the IGNTU **unless specified by the vendor in the price bid.**

SECURITY DEPOSIT:

- a. The successful bidder will have to deposit Security Deposit equal to 10% of the total value of the contract for one year (i.e. Rs. 10.00 lakhs) further reduced to the extent of EMD which will be accordingly adjusted and also execute the contract within thirty days from the date of placement of order. If the firm fails to undertake and/ or provide the services to the satisfaction of the IGNTU as per the order during contract period, the contract will be cancelled and the EMD will be forfeited. The EMD will be released after completion of the contract to the satisfaction of the IGNTU. Additional Security money needs to be deposited in case more items

- b. The successful BIDDER will have to sign an agreement with the IGNTU on a non-judicial stamp paper value of Rs. 100/- before taking over the contract.
- c. Maintenance charges will be paid on monthly basis after deduction of penalty, if any. The payment shall be released monthly on satisfactory completion of assigned services.

ARBITRATION CLAUSE

All disputes and claims shall be settled by arbitration, in accordance with the provisions of the arbitration law in force or any statutory requirements thereof and shall be referred to the sole Arbitrator to be appointed by the IGNTU. The Contractor shall not be entitled to raise any kind of objection whatsoever, in the event of the IGNTU decides to appoint any officer or employee of the IGNTU as the Sole Arbitrator. The award given by the Arbitrator shall be final and binding on both the parties i.e. 'IGNTU' and the 'Contractor'. The contract shall be interpreted in accordance with the laws of the Union of India and will be under the Jurisdiction of Hon'ble High Court Jabalpur.

TECHNICAL BID**Annual Maintenance Contract of existing CCTV surveillance system at IGNTU**

1.	Name of Tendering Company/Firm	
2.	Name of Owner/Partners/Directors	
3.	Address of Office/Offices	
4.	Work Contract Registration Certificate details	
(A)	PAN No.	
(B)	Service Tax No./GST	
(C)	ESI/EPF No.	
(D)	Date of ISO-9001 Certificates & its validity	
(E)	Details of EPF/ESI contributions of manpower engaged during the last three years	
5.	Details of Earnest Money Deposit (Amount)	
(A)	DD of other details No. and date	
(B)	Drawn on Bank	
6.	Details of Tender Fee Deposit (Amount)	
(A)	DD of other details No. and date	
(B)	Drawn on Bank	

7. Details of Balance Sheet during last three years

S.No	Year	Income(Rs.)	Expenditure	Net Profit/Loss
(a)				
(b)				
(c)				

8. Work experience:

S. No.	Name & address of the Organization where similar work executed/continuing	Contractual period		Annual Value of Contract	Contact Details (Mob. No.& Email ID)
		From	To		

9. The total number of pages in the technical bid envelope (in figures).....
(in words)..... (Ensure numbering on every page)
10. The total number of pages/documents in the financial bid envelope (in figures).....
(in words)..... (Ensure numbering on every page)

Date:

Bidder Name & Address:

.....

Place:

Seal and Sign:

.....

UNDERTAKING-01

To,
The Registrar,
Indira Gandhi National Tribal University
Amarkantak (M.P.)
484887

Sir,

1. I/We the undersigned, certify that I/we have gone through the scope of work, terms and conditions and other details mentioned in the tender documents and undertake to comply with them.
2. It is further certified that the firm is acceptable and has not been blacklisted by any agency in India or abroad.

Place:

Bidder Name & Address:

Date:

.....

.....

Seal and Sign:

FINANCIAL BID

**Annual Maintenance Contract of existing CCTV surveillance system installed in IGNTU,
Amarantak, Lalpur, Amarkantak (M.P.) .**

Gross Amount for Annual Maintenance Contract for 12 months i.e. 1 year	(in figures)
	(in words)

- GST shall be paid as per government guidelines in addition to the rates quoted above.
- Overwriting, cutting, use of whitener etc. is strictly prohibited.
- In case of discrepancy, amount stated in words shall be considered for evaluation.

Place:

Bidder Name & Address:

Date:

.....

Seal and Sign:

.....

VISIT CERTIFICATE

The details of the visit are:

1. Date & Time of visit.....
2. Name of Firm.....
3. Name of Person making the visit.....
4. Designation of the person making the visit.....

Seal & Sign of IGNTU official

Seal & Sign of visitor

UNDERTAKING- 02

We hereby certify that we have inspected the site/place of work for assessing the nature and volume of work realistically before quoting the rates and have fully acquainted with the scope of work and no claim whatsoever manner will be made by us for any alleged ignorance thereof. The above information submitted is true to the best of our knowledge.

Place:

Bidder Name & Address:

Date:

.....

.....

Seal and Sign:

.....

List of CCTV Cameras

S.No.	Location	Type			Total
		Bullet	Dome	PTZ Camera	
1	Administration Building	20	11	2	33
2	Academic Building	63	16	1	80
3	Rani Durgawati Girls Hostel	47	-	1	48
4	Goind Guru Boys Hostel	45	-	1	46
5	Sone Hostel	9	-	-	9
6	Narmada Residence	10	-	-	10
7	Market Complex	4	-	-	4
8	Transit Hostel	7	-	1	8
9	Type 3 Building Staff Quarter (New)	3	-	1	4
10	Education Building	-	-	1	1
11	Main Gate	2	-	1	3
Total		210	27	9	246

*These cameras have been procured and installed through DGS&D rate contract.

Place: Bidder Name & Address:

Date:

Seal and Sign:
