



INDIAN INSTITUTE OF GEOMAGNETISM
(An Autonomous Research Institute under
The Department of Science and Technology, Govt. of India)
Plot No. 5, Sector 18, Near Kalamboli Highway,
New Panvel, Navi Mumbai – 410 218

Tender Document for
Annual Maintenance contract for CCTV systems

DUE DATE & TIME: 21.05.2019 at 14.30 hrs.

NOTICE INVITING TENDER

Tender No: IIG/EM/CCTV/2019-20/03

Date: 01.05.2019.

Indian Institute of Geomagnetism, Panvel invites bids from registered vendors who are competent and experienced contractors with sound technical and financial capabilities for taking up the work of Annual Maintenance contract for CCTV Surveillance Systems at IIG Panvel Campus.

The Two bid tender document may be downloaded from our website <http://www.iigm.res.in>, as well as e-procure.gov.in.

Tender in a sealed envelope super scribing TENDER NO. IIG/EM/CCTV/2019-20/03 "Tender for AMC of CCTV Surveillance System" shall be submitted at the given address before 14.30 hrs on 21.05.2019 with covering envelope addressed to:

**Registrar
Indian Institute of Geomagnetism
Kalamboli Highway, New Panvel (W)
Navi Mumbai 410 218**

NOTICE INVITING TENDER

S.No	Description	Details
1	Name of Work	Annual Maintenance contract for CCTV Surveillance systems.
2.	Cost of AMC	Rs.1.60 Lakhs Per annum (approx.)
2	Tender No .	IIG/EM/CCTV/2019-20/03 dt.01/05/2019
3	Validity Of Offer	120 days from the date of opening of the bid
4	AMC Period	One year
6	EMD	Rs.3000/-
7	Submission of Tender :	
	a. Starts on	01.05.2019
	b. Closes on	21.05.2019 at 14.30 Hrs
8	Opening of Technical Bid	21.05.2019 at 15.30 Hrs

1. LIST OF DOCUMENTS TO BE SUBMITTED:

The copies of following documents should be submitted along with technical bid.

- a) Certificate of registration/incorporation in the case of Pvt Ltd/Public Ltd companies/certified copy of partnership deed in the case of LLP/Partnership firm/ any document under the relevant rules/laws if the firm is a proprietorship firm.
- b) Income Tax PAN number
- c) GST Registration number
- d) Chartered accountant's certificate or Audited / Certified Balance sheet and Profit and Loss account of tenderer's company for last three years.
- e) Work completion certificate in repair of similar type of work during last three years.
- f) EMD in the form of DD for Rs. 3000/-.

2. VERIFICATION OF DOCUMENTS

- a. Tenderers or their authorized representative will be required to visit the Institute positively as intimated along with all original documents, scanned copies of which have been submitted with the e-tender towards ascertaining their qualification.
- b. Failure on part of the tenderer to report on specified date and time for proper verification may result in rejection of the tender submitted by them without further communication.
- c. Tenderer should be in a position to produce all the original documents and/or any other information on dates as intimated or as and when required by IIG.
- d. Incomplete Tenders are liable for rejection without any further communication to the tenderer and decision of IIG in this respect will be final.
- e. Any party submitting the false or forged documents may be Black Listed, EMD could be forfeited, work could be, cancelled, criminal prosecution or any other action as deemed fit may be initiated.

SPECIAL INSTRUCTIONS TO THE BIDDER

Tenderers are advised to download Notice Inviting Tender along with other tender documents from IIG website <http://www.iigm.res.in> as well as e-procurement. Interested parties have to submit an interest free EMD of Rs. **3000/- (Rupees Three thousand only)** by Demand Draft/Pay Order. The DD/PO for EMD should be drawn in favour of Indian Institute of Geomagnetism, payable at Panvel. Offer submitted without EMD will be rejected. However, submission of EMD would be exempted for Small Scale Units registered with National Small Industries Corporation (NSIC) & Micro, Small and Medium Enterprises (MSME) on submission, of valid copy of registration certificate.

Special Note

- Bids can only be submitted before the last date and time of submission as per the date and time mentioned in the tender document.
- IIG does not take any responsibility in case bidder fails to submit within specified time of tender submission.
- IIG will not be responsible for any delay under any circumstances for non-receipt of Tenders/ submission of filled in tender documents by due date & time.
- Bidders are requested to provide correct “e-Mail address” and “Mobile No.” for receiving updates related to tender from time to time.
- The bidder has to keep track of any changes by viewing the Addendum/Corrigendum issued by the Tender Inviting Authority from time-to-time basis in IIG website.

1. Filling of Tender Documents

- 1.1 The tenderers are requested to carefully study all the terms and conditions mentioned in the tender document before quoting their rates.
- 1.2 The tender must be strictly in accordance with the terms and conditions and specifications laid out in the tender.
- 1.3 Any terms and conditions given by the tenderer in their offers will not be binding on IIG.
- 1.4 The sole proprietor or authorised representative shall sign and sealed all documents that needs to be submitted. When the person signing the documents is not the sole proprietor / authorised representative of the company, the Power of Attorney authorizing such person to act and sign on behalf of the company must be produced on for verification by IIG.

SCOPE OF WORK

Work covered in this tender document shall generally be as detailed herein below. However, contractor shall be responsible to complete the work in all respects and in doing so provide/supply all facilities which may not be covered explicitly herein below but nevertheless are required to complete the work envisaged with the exception of only such items as have been specifically excluded from contractor's scope.

The successful tenderer shall have to undertake the following work:

Detailed Scope of work:

The broad responsibility areas of the Contractor will inter alia be as under:

Annual Maintenance of CCTV Systems covering the following: All the products installed like IP Fixed Cameras, High Speed Dome Camera, LCD TV, Switches, Computer Server, UPS and net working cables etc., related to CCTV System shall be maintained by the contractor with Periodic Maintenance i.e. once in every month during the contract period to ensure its proper functioning of the CCTV Surveillance system

- a) All the items which are mentioned in the rate schedule should be covered under the AMC for one year.
- b) In case of any technical snag it should be attended within 24 hours
- c) Attending to break down calls on urgent basis
- d) A monthly maintenance chart should be maintained and get it signed from concerned officer.
- e) Free replacement should be provided in case of any defect / fault / failure in any spares related to CCTV systems during the contract period.
- f) CCTV solution need to be maintained with 98% uptime.
- g) Recording must be available for atleast 25 days with the existing hard disk.
- h) As and when required, the detailed video can have " play-back" thro the software
- i) During the AMC period, if equipment is faulty – the same or higher specification equipment to be replaced within a week.
- j) Software problem, if any need to be resolved without any additional charges.
- k) Complaint calls should be attended in NBD & need to resolved within 24 hrs.(Next Business Day)
- l) Preventive maintenance should to be carried out once in a quarter during AMC period.
- m) Server & Storage device are also kept under AMC contract.
- n) Fiber optical & cabling replacement covered under AMC. IIG will provide cable and accessories.
- o) Display units & computer are not covered under AMC.
- p) All the CCTV related equipments are working with a centralized dedicated UPS. If any issues, power source need to be changed with the centralized IT UPS and provide necessary support with type of camera and rate for same should be quoted which will be valid during AMC period.
- q) As and when requirement arises for further area coverage, then that cost should also be mentioned with latest night vision CCTV camera compatible with existing system.
- r) In case of defect due to force majeure conditions need may arise for replacement of spares, the spares shall be arranged by contractor with prior approval for the cost and make of the spares and actual charges shall be claimed separately by submitting proper supporting documents.

s) Equipments details as mentioned below.

Sl.No	Description	Qty
1	Axis Camera P1344	1
2	Axis Camera P1343	3
3	Axis camera P 3363	5
4	Axis Camera P 3353	1
5	Axis Camera P 3304	1
6	Axis Camera M 1033	1
7	Axis Camera Q 1602	1
8	Axis Camera M 3005v	2
9	Storage Server (omega EMC)	1
10	HP 500 core swtich	1
11	HP sa 5120 Edge switch	3
12	HP 8 Port Swith	1
13	UPS 2200VA W/o Battery	1
14	UPS 1000 VA W/o Battery	1
15	Intel Core i3/2GB PC	1

The above list is illustrative and not exhaustive, and the bidder will arrange for spares and accessories and rectify / replace the same.

GENERAL TERMS AND CONDITIONS

1. Eligibility Criteria for Techno-Commercial Bid

- a) Payment of EMD Rs.3000/-
- b) At least 2 years' experience in similar business viz., sales, installation and maintenance of CCTV surveillance Systems Should have minimum average turnover of Rs.2.50 Lakhs per year during the latest last 2 years. (Proof to be attached).
- c) The Agency should have its own Bank Account. Certified copy of the account maintenance for the last three years issued by Bank shall be enclosed.
- d) Certified copy of the PAN card shall be attached with the Bid document.
- e) The Agency (not individual) should be registered with GST. Certified copy of the registration shall be attached with the Bid document.
- f) Self-Certificate that the firm has not been blacklisted by any Central Government Department/Ministries/PSU's/Banks, etc. should be enclosed.
- g) The contract will be initially for a period of one year and is likely to commence from the date of signing of the agreement which may be extended for a further period of one year on the same rates, terms and conditions depending upon the requirement and administrative convenience of IIG. Any further extension can be considered on mutually agreed terms and conditions. IIG, however, reserves the right to terminate / curtail the contract at any time after giving one week's notice without assigning any reason.
- h) No additional terms & conditions over and above the conditions stipulated above shall be entertained by IIG.

- i) The Security Deposit / EMD can be forfeited by order of the Competent Authority of the Office of IIG in the event of any breach or negligence or non-observance of any terms / conditions of contract or for unsatisfactory performance or for non-acceptance of the work order. During the contract period or even after expiry of the contract to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.
- j) The tender are to be submitted in two parts systems i. e. Technical and Financial.
- k) Financial bid consists of the quotation in the format, duly signed & sealed.
- l) Whether your firm/agency has been prematurely terminated by IIG. (Yes / No)
 - i) If yes state the reason:
- m) The Agency should inform, if they have been blacklisted by any Central Government Department /Ministries/PSU's/Banks, etc. at any stage after the award of work order, which may result in termination of contract in 90 days.
- n) The GST/Taxes will be paid as applicable from time to time.
- o) The comparison of the financial bid shall be on the basis of the Sr. No. 1 quoted by the bidder.
- p. Point at Sr. No. 2 of Financial Bid/Price bid will not be binding on IIG to procure additional coverage during AMC period. IIG shall have the right not to utilize the services at any time for any period without giving any notice. IIG also reserves the right to hire other agency or any other provider of such services even during the period of contract.

2. Submission Of Bids

Tenders are invited in two bid system (technical and financial). The Bid should be submitted in two separate sealed envelopes super scribing "Technical Bids" and "Financial Bids". The two envelopes must be enclosed in another big envelope sealed and submitted on or before the tender due date.

a) Technical Bid (Envelope No. 1) : Shall contain the Tender Document downloaded from the website duly signed with seal on each page and other documents viz., certificates, balance sheet, bank details, any other certificates as required for fulfilling the eligibility criteria of bidder etc., required to submit as mentioned in this tender document. It should be complete in all respects with relevant documents. On the top of the envelope must be superscribed "Technical Bid". Price and commercial information should not be provided in the Technical Bid. The Earnest Money Deposit (EMD) must be enclosed with the Technical Bid, failing which the bid shall not be entertained.

b) Financial/price Bid (Envelope No. 2) : Price Bid should be quoted as per the format provided in Annexure B. The price bid must furnish complete rates/prices duly filled in (Schedule of rates) signed and stamped and should not contradict the technical offer in any manner. No cutting or over-writing in the price bid is allowed. The unit price and amount against each item with grand total at the end in figures and in words should be stated on the Firm's Letter Head. On the top of the envelope must be superscribed "Financial/Price Bid".

The Bid tender documents may be downloaded from our website www.iigm.res.in.

3. Tender Opening

Bid will be opened as per due date mentioned in the Tender.

4. Acceptance of offers

4.1 IIG reserves the right to accept any tender in whole or in part or reject any tender or all tenders or place order for any quantity, less than or more than the tendered quantity, without assigning any reason thereof.

4.2 Bids of any tenderer may be rejected if a conflict of interest is detected between the bidders and IIG at any stage.

4.3 IIG is not bound to accept the lowest rate for any tender. IIG also reserves its right to allow Public Enterprises (Central / State) price / purchase / contract / service preference as admissible under the existing Government policy. The decision of IIG in this connection will be final.

4.4 Incomplete tenders, conditional tenders, tenders received late or tender not conforming to the terms and conditions mentioned in the Tender documents or not accompanied by the requisite Earnest Money Deposit (unless exempted under the terms of this Tender) will be rejected.

6. Price Variation

6.1 The price should be firm and irrevocable and not subject to any change whatsoever even due to Increase in cost of materials, components and labour cost till the validity of the contract period.

6.2 The quoted rates shall be valid for a period of minimum 120 days from the date of opening the price Bid.

8. Contract Period

The contract is valid for one year. The contract period may be extended further one year period to the successful bidder if performance found to be satisfactory under the same rate and conditions.

9. Payment Terms

- 1st Payment will be paid 25 % of AMC value at the end of 1st quarter
- 2nd Payment will be paid 25% after end of 2nd quarter
- 3rd Payment will be paid 25% after end of 3rd quarter
- 4th Payment will be paid 25% after end of 4th quarter

10. Earnest Money

The bidder should deposit Earnest Money Deposit (EMD) of Rs. 3,000/- (Rupees Three Thousand only) refundable in the form of Demand Draft / Pay order payable to "Indian Institute of Geomagnetism, New Panvel. The bid without EMD shall be rejected and no correspondence will be entertained on this subject.

11. Security Deposit

The successful bidder will have to furnish Demand Draft / Bank Guarantee 10% of the of the contract value valid for a period of 90 days over and above the validity period of the contract in favour of Indian Institute of Geomagnetism towards performance Security Deposit within 7 days from the date of acceptance of the tender. The Security Deposit will be forfeited by IIG in the event of any breach or negligence or non-observance of any terms/conditions of contract or for unsatisfactory performance or for non-acceptance of the work order. Bank Guarantee shall be retained until the final audit report on the account of firm's bill has been received and examined to cover any incorrect or excess payments made on the bills to the firm. The Security Deposit will not bear any interest.

12. Site Visit / Contact Person

Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders. Any complaint and issue raised after awarding the AMC contract will not be entertained.

13. Sub-letting of Work

No part of the contract or any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation without the consent in writing from IIG. In the event of contractor contravening the conditions, IIG shall be entitled to get the work done from other firm at the 'Risk & Cost' of the contract.

14. Liability & Ensuring Safety

The Contractor will be fully responsible for ensuring safety of lives, cargo and property within IIG Campus. Any damage to any life and/or property inside the IIG due to negligence/mishandling while carrying out the work by the contractor employee would be to the account of the contractor. It is mandatory that necessary insurance cover is kept valid by the contractor for the person attending the fault / repair inside the IIG.

15. Indemnity

The Contractor will be required to indemnify and keep indemnified the Company against all losses and claims for injury and damage to any person or any property whatsoever which may arise out of or in consequence of the work and against all claims, demands proceedings damages, cost charges and expenses whatsoever while transporting & delivering the containers from his plot to IIG. IIG may forward the bidder any such claim demand or complaint made by any other person against the company. In such event, the contractor shall solely be liable for the disposal of the said complaint. The contractor will be required to Indemnify and absolve the Company of all responsibilities related to employment condition of their employees and should adequately safeguard Company against any possible IR problems including those related to employment.

16. Force Majeure Conditions:

Delivery schedule is subject to force majeure conditions as under: If at any time during the continuance of this contract, the performance in whole or part by either party of any obligation under this contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock outs or acts of God (hereinafter referred as "events") provided notice of the happening of any such events is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance. Deliveries under the contract shall be resumed as soon as practicable.

17. Arbitration

Any dispute or difference arising under this Contract shall be referred for adjudication at Panvel to a Sole Arbitrator to be appointed by the Director, IIG and the provisions of Arbitration and Conciliation Act, 1996 including any statutory modifications or enactment thereof shall apply to the Arbitration proceedings. The fees of the Arbitrator, if any, shall be shared equally by both the parties.

DECLARATION

Having examined the site, its surroundings and the tender documents, we have understood the terms & conditions indicated in the Tender No : _____ and hereby confirm our acceptance of the same.

Place:

Signature of Tenderer

Date:

Name & Address

Telephone Nos.

Office:

Fax Nos. :

PARTICULARS OF THE TENDERER'S ORGANISATION

Sr No.	Description	
1	Name of the Firm with address.	
2	EMD Details (Rs.3000/-) OR Valid MSME/NSIC Certificate	
3	Whether all the pages of the tender document are stamped and signed	
4	Registration under shop and establishment act/ any proprietary ship documents/MSME/NSIC registration copy	
5	Partnership Deed or proprietorship deed/Memorandum of Association/Articles as applicable.	
6	PAN card copy	
7	GST certificate	
8	a) ITR for last three years b) Audited Financial Statement (P&L A/c, Income and Expenditure and Balance Sheet)	
9	Average financial turnover of 2.50 lakhs during last 3 years. (duly certified copy Chartered Accountant)	
10	Experience certificate during last 2 years	
11	Self-attested copy – Firm has not been blacklisted.	