

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 2024 to 31 March 2025

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 dealing with AMC of CCTV system. List of suppliers to be enclosed in support of experience.		
11	Whether having PAN 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 Tax Returns enclosed) (Must)	Yes/No	
13	Whether having GST 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

(A) INSTRUCTIONS TO CONTRACTORS

1. Sealed offers are invited by India International Centre, New Delhi for providing Annual Maintenance contract for the CCTV cameras non comprehensive type at India International Centre, 40 Max Mueller Marg, Lodi 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 **23rd February 2024**.
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 two months from the date it is opened.
5. IIC reserves the right to reject any or all the offers without assigning any reasons.
6. Checking the present working status of the systems:

6.1 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.

6.2 The bidder should provide the quotation separately for the unserviceable items found during your inspection.

- 7 Instructions to contractors shall form part of the contract.

8 Terms of Payment

No advance payment in any case would be made.

Payment will be made on Quarterly basis i.e. at the end of every three months,

- . For ensuring payment, the service provider would complete all formalities along with copy of PF, ESI challans.

The payment would be made against the invoice mentioning the details of equipment that come in the maintenance.

The payment would be made after deducting necessary taxes applicable, if any.

Service Provider will have to submit a Bank Guarantee of 10% value of total annual AMC charges within one week of award of contract.

The Bank Guarantee can be invoked at any stage of agreement in case Service Provider fails to deliver services to the satisfaction of IIC.

The above payment terms would be strictly followed. Bidders are requested not to indicate their own payment terms.

Termination:

Either Party may terminate the contract for cause if the other Party breaches this contract or is in default of any of the provisions thereof, or for any other reason specified herein, by giving a written notice of termination to the Party in breach or default of the contract, not less than thirty (30) days before such termination as to become effective, and such termination shall become effective on the date specified in the said notice unless such breach or default shall be corrected within fifteen (15) days of the giving of such notice of termination or within such longer period of time for correcting the breach or default as may be mutually agreed in writing for that purpose.

(B) 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.

2. 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.

3. 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.
- v) Cleaning of lens of CCTV CAMERAS and adjustment of focus as per the requirement.
(All the cameras must be cleaned once in the each quarter.) or as per the direction of engineer in charge.

4. 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.

- i) Identification and rectification of faults in the system.
- ii) Checking of entire system after rectification of faults.
- iii) Handing over and observation of the system performance.
- iv) Preparing the report for the break down.
- v) Replacement of faulty cables, wires of the CCTV system. Cost of labor for the relaying of cable shall be inclusive in this contract if required at site for the unserviceable cameras. Any civil work for underground cabling will be in IIC's scope.
- vi) Replacement of faulty adopters.
- vii) Uploading of software as per the requirement of existing system if required.
- viii) Firm should provide assistance in case there is an emergency of theft, unwanted incident to provide recording.

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) Atleast one month's record shall be maintained on DVR/ HDD as per First in First Out.

5 Repairing of Faulty cards:

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/ Hikvision and others make CCTV system and should be well aware of the system on which he has worked.

6 MONTHLY PREVENTIVE MAINTENANCE

1. Dome / Bullet / IP / D/N vision / Outdoor cameras

- a) Checking of Back up recording on daily basis
- b) Check the Display on monitor.
- b) Check the Zoom
- c) Checking of camera clamps/ power supply/ supports
- d) Check cleanliness of Camera Lens
- e) Check the networking with the computer wing

2. Control room panels & other works

- 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.
- d) Cleaning of all equipment, cameras lens.
- e) Checking of cables loose connections, Adapters.

Location Detail of Cameras

India International Center CCTV Camera Details (Analog)

SI No	Venue	Make	Type
Program Block			
1	Auditorium Lobby	Hikvision	Dome
2	Library Entrance	Hikvision	Dome
3	Library Himalayan Club	Samsung	Dome
4	President Office lobby	Hikvision	Dome
5	Program I Floor corridor 1	Hikvision	Dome
6	Program I Floor corridor 2	SMR	Dome
7	Program I Floor corridor Center	Samsung	Dome
8	Program II Floor corridor 1	Hikvision	Dome
9	Program II Floor corridor 2	Samsung	Dome
10	Program II Floor corridor Center	Samsung	Dome
11	Conference Room-I 1	Samsung	Dome
12	Conference Room-I 2	Samsung	Dome
13	Conference Room-I 3	Hikvision	Dome
14	Conference Room-I 4	Hikvision	Dome
15	Maintenance LT Panel Room	Samsung	Bullet
SI No	Venue	Make	Type
Hostel Block			
16	Main Reception	Hikvision	Dome
17	Pastry Shop	Hikvision	Dome
18	Lounge	Samsung	Dome
19	Dining Hall 1	Samsung	Dome
20	Dining Hall 2	Samsung	Dome
21	PD Hall	Hikvision	Dome
22	Conference Room-II 1	Hikvision	Dome
23	Conference Room-II 2	Hikvision	Dome
24	Conference Room-II Terrace Pargola Entry	Hikvision	Dome
25	Terrace Pargola 1	Hikvision IP	Dome
26	Terrace Pargola 2	Hikvision IP	Dome
Total SI No	Venue	Make	Type
Fountain Lawn & PBEB Building			
27	Fountain Lawn Front Entry	Samsung	Bullet
28	Fountain Lawn Back Entry	Hikvision	Bullet
29	Fountain Lawn Ladies Toilet Entry	Samsung	Dome
30	Fountain Lawn Ladies Toilet Lobby	Samsung	Dome
31	PBEB Entrance SCO 2080R	Samsung	Bullet
32	Cafeteria Kitchen Entrance SCO 2080R	Samsung	Bullet
33	Lotus Lounge Lift Outside	Samsung	Dome

34	Lotus Lounge Entrance	SMR	Dome
35	Lotus Lounge Kitchen Entrance	Samsung	Dome
36	ME Office Outside 1	Hikvision	Bullet
37	ME Office Outside 2	Hikvision	Bullet
38	Staff Cafeteria	Hikvision	Dome
39	Staff Toilet	Samsung	Dome
40	Staff Gym	Samsung	Dome

Total SI No	Venue	Make	Type
	Kamladevi Block		
41	MP Hall 1	Samsung	Dome
42	MP Hall 2	Samsung	Dome
43	MP Hall 3	Samsung	Dome
44	MP Hall 4	Hikvision	Dome
45	MP Hall 5	Hikvision	Dome
46	MP Hall Entry Gate	Samsung	Bullet
47	Ground Floor Passenger Lift	Samsung	Dome
48	Ground Floor Service Lift	Samsung	Dome
49	MP Hall Lobby / Reception 1	SMR	Dome
50	MP Hall Lobby / Reception 2	Hikvision	Dome
51	Seminar Hall-I	Samsung	Dome
52	Seminar Hall-II	Samsung	Dome
53	Seminar Hall-III	Samsung	Dome
54	Seminar Hall lobby 1	Samsung	Dome
55	Seminar Hall lobby 2	Samsung	Dome
56	Seminar Hall lobby 3	SMR	Dome
57	First Floor Passenger Lift	Samsung	Dome
58	First Floor Service Lift	Samsung	Dome
59	Art Gallery 1	Samsung	Dome
60	Art Gallery 2	Samsung	Dome
61	Art Gallery 3	Samsung	Dome
62	Art Gallery 4	Samsung	Dome
63	Art Gallery 5	Samsung	Dome
64	Second Floor Passenger Lift	Samsung	Dome
65	Second Floor Service Lift	Samsung	Dome
66	MP Hall Outside Varandah Lodi Garden	Samsung	Bullet
67	MP Hall Outside Varandah 1	Hikvision	Bullet
68	MP Hall Outside Varandah 2	SMR	Dome
69	MP Hall Outside Parking 1	Hikvision	Bullet
70	Basement-I Center Exit	Hikvision	Dome
71	Basement-I Passenger Lift	Samsung	Dome
72	Basement-I CBO Entrance	Hikvision	Dome
73	Basement-I Committee III	Hikvision	Dome

74	Basement-I Rear Exit	Hikvision	Dome
75	Basement-II Center Exit	Hikvision	Dome
76	Basement-II Passenger Lift	Samsung	Dome
77	Basement-II Service Lift	Samsung	Dome
Total SI No	Venue	Make	Type
	Security Gates & Miscellaneous		
78	Gate # 1 In	Samsung	Bullet
79	Gate # 1 In	Hikvision	ANPR
80	Gate # 2	Hikvision	ANPR
81	Gate # 3	Hikvision	Bullet
82	Gate # 4	Hikvision	Bullet
83	Gate # 5	Hikvision	Bullet
84	AC Plant Basement Entry	Samsung	Bullet
85	Library Outside (Quadrangle Lawn)	SMR	Bullet
86	Reception Outside (Quadrangle Lawn)	SMR	Bullet
87	Lounge Outside (Quadrangle Lawn)	SMR	Bullet
88	Main Varandah 1	SMR	Bullet
89	Main Varandah 2	SMR	Bullet
90	Main Varandah 3	SMR	Bullet
91	Main Varandah 4	SMR	Dome
92	Main Varandah 5	Hikvision	Bullet
93	Main Varandah Quadrangle Garden Side	Hikvision	Bullet
94	Main Bar Inside 1	SMR	Dome
95	Main Bar Inside 2	SMR	Dome
96	Main Bar Outside	Hikvision	Bullet
97	Main Bar Outside Rose Garden Side	Hikvision	Bullet
98	Rose Garden 1	SMR	Bullet
99	Rose Garden 2	SMR	Bullet
100	Car Hailer Area (Audi Outside)	SMR	Bullet
101	Auditorium Backside towards Gate # 2	Samsung	Bullet (Lens)
102	Parking Area (Audi Backside 1)	SMR	Bullet
103	Parking Area (Audi Backside 2)	SMR	Bullet
104	Fellow Flat Outside 1	SMR	Bullet
105	Fellow Flat Outside 2	SMR	Bullet
Total SI No	Venue	Make	Type
	Main Kitchen		
106	Entrance Lobby 1	SMR	Dome
107	Entrance Lobby 2	SMR	Dome
108	Back Entrance Staircase	Hikvision	Dome
109	Back Entrance Wash Basin Area	Samsung	Dome
110	Veg Cutting Area	SMR	Dome
111	Veg Cutting Area Backside	Hikvision	Dome
112	Indian Kitchen Chula Area	Hikvision	Dome

113	Near Ben Merry 1	Hikvision	Dome
114	Near Ben Merry 2	Hikvision	Dome
115	Washing Area 1	SMR	Dome
116	Tea Pantry	SMR	Dome
117	Tea Pantry Continental Area	Hikvision	Dome
118	Water Cooler	SMR	Dome
119	Service Counter 1	SMR	Dome
120	Service Counter 2	SMR	Dome
121	Butchery	SMR	Dome
122	Bakery Oven Area	Hikvision	Dome
123	Bakery	SMR	Dome

Total SI No	Venue	Make	Type
	Annexe Building		
124	Annexe Main Gate	Samsung	Bullet
125	Annexe Reception	Samsung	Dome
126	Annexe Art Gallery 1	Samsung	Dome
127	Annexe Art Gallery 2	Samsung	Dome
128	Annexe Art Gallery 3	Samsung	Dome
129	Annexe Art Gallery 4	Samsung	Dome
130	Committee Romm Corridor	Samsung	Dome
131	Lecture Room-I	Samsung	Dome
132	Lecture Room-I Corridor	Samsung	Dome
133	Lecture Room-II	Samsung	Dome
134	Lecture Room-II Corridor	Samsung	Dome
135	Annexe Dining Hall	Samsung	IP Bullet
136	Annexe Lounge	Samsung	IP Bullet
137	Annexe Kitchen Store	SMR	Dome
138	Annexe Kitchen Tea Pantry Area	SMR	Dome
139	Annexe Kitchen Service Counter 1	SMR	Dome
140	Annexe Kitchen Service Counter 2	SMR	Dome
141	Annexe Kitchen Chinese Area	SMR	Dome
142	Annexe Kitchen Veg Cutting Area	SMR	Dome
143	Annexe Lounge Pantry Enterance	SMR	Dome
144	Annexe Lounge Pantry Inside	SMR	Dome

(C) FINANCIAL OFFER

**Scope of work - Non Comprehensive Annual Maintenance Contract of CCTV Cameras
(Labor) installed at main Centre, Kamala Devi Block, Annexe Building**

Sl. No	Particular	Qty	Rate	Amount
	Details of Camera			
1	CCTV Analog Cameras DOME/ BULLET/ Day & night vision/ Outside cameras/ ANPR cameras	235		
2	PTZ Camera	1		
3	DVR 16 & 8 Channel for CCTV cameras (143 Nos)	13		
4	NVR 16 Channel	7		
5	Hard Disk 1 TB	3		
6	Hard Disk 2 TB	11		
7	HARD Disk 4 TB	11		
8	POE Switch 16 & 8 port	12		
9	Power supply adopter	142		
10	LCD Display / Monitors			
	18.5" (Lenovo) Kamladevi Block	1		
	18.5" (Lenovo) Gate # 3	1		
	24" (LG) Annexe Building	1		
	32" (ViewSonic) Gate # 3	2		
11	Software for the entire system (Hikvision, Samsung, SMR, CP Plus)	4		
	Total			
	Taxes please Specify			
	Net Total			

Signature with stamp

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