

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 2026 to 31 March 2027**

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. <b>(Must)</b>		
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. <b>(Must)</b>	Yes / No	
8	Whether EMD of Rs. 5,000 enclosed. Original DD/Cash receipt to be enclosed. <b>(Must)</b>	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. <b>(Must)</b>	Yes/No	Regn No....., Date....
12	Whether self-attested copy(s) of Income Tax (Latest Income Returns enclosed) <b>(Must)</b>	Yes/No	
13	Whether having GST/MSME/TIN Number / C.S.T. Self attested copy to be enclosed. <b>(Must)</b>	Yes/No	Regn No.....,
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. <b>(Must)</b>	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 **23<sup>rd</sup> February 2026**.
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 in regard to payment.

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 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 labour for the relaying of cable shall be inclusive in this contract if required at site for the unserviceable cameras.
  - vi) Replacement of faulty adopters,
  - vii) Uploading of software as per the requirement of existing system if required.
- 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:**  
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) 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, Adopters.

## (C) Location Detail of Cameras

Sl. No.	LOCATION (MAIN)	TYPE	QTY	MAKE	REMARKS
1	Gate # 1 In	ANPR	1	Hikvision	
2	Gate # 2	ANPR	1	Hikvision	
3	GATE NO 4	BULLET	1	CP PLUS	
4	CARPENTER AREA	BULLET	1	CP PLUS	
5	B1 STAFF LOCKER AREA	DOME	1	CP PLUS	
6	B1 STAFF LOCKER AREA	DOME	1	CP PLUS	
7	B2 AC PLANT	DOME	1	CP PLUS	
8	B2 AC PLANT	DOME	1	CP PLUS	
9	DG & COOLING TOWER AREA	BULLET	1	CP PLUS	
10	DG & COOLING TOWER AREA	BULLET	1	CP PLUS	
11	FOUNTAIN LAWN BACKSIDE AREA	BULLET	1	CP PLUS	
12	BIO GAS AREA	BULLET	1	CP PLUS	
13	PROGRAM I FLOOR CORRIDOR CENTRE	DOME	1	CP PLUS	
14	LIBRARY INSIDE CENTRE REAR VIEW	DOME	1	CP PLUS	
15	LIBRARY INSIDE CENTRE FRONT VIEW	DOME	1	CP PLUS	
16	LIBRARY INSIDE READING ROOM	DOME	1	CP PLUS	
17	LIBRARY INSIDE ART REF LIBRARY	DOME	1	CP PLUS	
18	AUDITORIUM IN SIDE LEFT	BULLET	1	CP PLUS	
19	AUDITORIUM IN SIDE RIGHT	BULLET	1	CP PLUS	
20	AUDITORIUM LOBBY	DOME	1	CP PLUS	
21	PORCH AREA / CAR HAILER AREA	BULLET	1	CP PLUS	
22	AUDITORIUM BACKSIDE	PTZ	1	CP PLUS	
23	GUEST ROOM 41 CORRIDOR	DOME	1	CP PLUS	
24	GUEST ROOM 46 CORRIDOR	DOME	1	CP PLUS	
25	GUEST ROOM 47 CORRIDOR	DOME	1	CP PLUS	
26	GUEST ROOM 52 CORRIDOR	DOME	1	CP PLUS	
27	GUEST ROOM 40 CORRIDOR	DOME	1	CP PLUS	
28	GUEST ROOM 31 CORRIDOR	DOME	1	CP PLUS	
29	GUEST ROOM 01 CORRIDOR	DOME	1	CP PLUS	
30	GUEST ROOM 10 CORRIDOR	DOME	1	CP PLUS	
31	GUEST ROOM 91 CORRIDOR	DOME	1	CP PLUS	
32	GUEST ROOM 100 CORRIDOR	DOME	1	CP PLUS	
33	GUEST ROOM 53 CORRIDOR	DOME	1	CP PLUS	
34	GUEST ROOM 56 CORRIDOR	DOME	1	CP PLUS	
35	GUEST ROOM 59 CORRIDOR	DOME	1	CP PLUS	
36	GUEST ROOM 64 CORRIDOR	DOME	1	CP PLUS	
37	GUEST ROOM 65 CORRIDOR	DOME	1	CP PLUS	
38	GUEST ROOM 68 CORRIDOR	DOME	1	CP PLUS	
39	STAIRCASE NEW BLOCK GR #10	DOME	1	CP PLUS	
40	STAIRCASE NEW BLOCK GR#30	DOME	1	CP PLUS	

41	LIFT SIDE STAIR GF	DOMES	1	CP PLUS	
42	LIFT SIDE STAIR 1st FLOOR	DOMES	1	CP PLUS	
43	LIFT SIDE STAIR 2nd FLOOR	DOMES	1	CP PLUS	
44	MAIN RECEPTION COUNTER	DOMES	1	HIKVISION	
45	MAIN RECEPTION LOBBY	DOMES	1	CP PLUS	
46	MAIN RECEPTION OUTSIDE QUADRANGLE GARDEN	BULLETS	1	CP PLUS	
47	MAIN REC OUTSIDE CAR HAILER AREA FRONT	BULLETS	1	CP PLUS	
48	MAIN REC OUTSIDE CAR HAILER AREA BACK	BULLETS	1	CP PLUS	
49	MAIN VERANDAH	BULLETS	3	CP PLUS	
50	MAIN BAR INSIDE	BULLETS	1	CP PLUS	
51	LOUNGE ENTERANCE	BULLETS	1	CP PLUS	
52	LOUNGE INSIDE	DOMES	1	CP PLUS	
53	LOUNGE OUTSIDE AREA FOUNTAIN SIDE	DOMES	1	CP PLUS	
54	LOUNGE OUTSIDE AREA CENTRE VIEW	DOMES	1	CP PLUS	
55	LOUNGE OUTSIDE AREA CENTRE VIEW	DOMES	1	CP PLUS	
56	LOUNGE OUTSIDE AREA LIFT SIDE VIEW	DOMES	1	CP PLUS	
57	DINING HALL INSIDE	DOMES	1	CP PLUS	
58	DINING HALL BILLING COUNTER	DOMES	1	CP PLUS	
59	CONFERENCE HALL-II OUTSIDE STAIR CASE	DOMES	1	CP PLUS	
60	PD HALL INSIDE	DOMES	1	CP PLUS	
61	TERRACE PERGOLA	BULLETS	2	CP PLUS	
62	GROUND FLOOR Out Side	DOMES	1	CP PLUS	
63	GROUND FLOOR Out Side	DOMES	1	CP PLUS	
64	FOUNTAIN LAWN ENTRANCE	BULLETS	2	CP PLUS	
65	LOTUS LOUNGE ENTRANCE GROUND FLOOR	BULLETS	2	CP PLUS	
66	UNEDO OFFICE	BULLETS	3	CP PLUS	
67	MAIN OUT GATE #1	BULLETS	1	CP PLUS	
68	MAIN RECEPTION MP Hall	DOMES	1	CP PLUS	
69	KAMLADEVI BLOCK REAR ENTRANCE	BULLETS	1	CP PLUS	
70	KD BLOCK BASEMENT - II	DOMES	1	CP PLUS	
71	KD BLOCK SATELLITE KITCHEN	DOMES	5	CP PLUS	
72	SEMINAR HALL LOBBY TOILET AREA	DOMES	1	CP PLUS	
73	ACCOUNTS CASH COUNTER	DOMES	1	HIKVISION	
74	ACCOUNTS MEMBER DEALING	DOMES	1	HIKVISION	
	Total		87		

Sl. No.	LOCATION (ANNEX)	TYPE	QTY	MAKE	REMARKS
1	MAIN GATE ENTRY OUT	BULLETS	1	CP PLUS	
2	MAIN GATE ENTRY IN	BULLETS	1	CP PLUS	
3	ANNX RECEPTION COUNTER	DOMES	1	CP PLUS	
4	LEFT LOBBY RECEPTION	DOMES	1	CP PLUS	
5	BACK SIDE CORNER FUNCTION GARDEN	BULLETS	1	CP PLUS	

6	BACK SIDE GATE FUNCTION GARDEN	BULLET	1	CP PLUS	
7	LEFT SIDE CORNER SUNKEN GARDEN	BULLET	1	CP PLUS	
8	LEFT SIDE CORNER FUNCTION GARDEN	BULLET	1	CP PLUS	
9	ENTRY COURT AREA/ PARTY LAWN	BULLET	2	CP PLUS	
10	Basement Server Room	DOME	1	CP PLUS	
11	Basement AC Plant	DOME	1	CP PLUS	
12	CONFREANCE & TEA LOUNGE COMMITTEE-I	DOME	1	CP PLUS	
13	CONFREANCE ROOM COMMITTEE-II	DOME	1	CP PLUS	
14	BUSINESS CENTER	DOME	1	CP PLUS	
15	GUEST ROOM LIFT	DOME	1	CP PLUS	
16	SERVICE LIFT LOBBY	DOME	1	CP PLUS	
17	GUEST ROOM CORRIDOOR	DOME	2	CP PLUS	
18	GUEST LIFT	DOME	1	CP PLUS	
19	SERVICE LIFT	DOME	1	CP PLUS	
20	LIFT LOBBY OUT SIDE GUEST	DOME	1	CP PLUS	
21	LIFT LOBBY OUT SIDE SERVICES	DOME	1	CP PLUS	
22	GUEST CORRIDOR	DOME	2	CP PLUS	
23	GUEST LIFT LOBBY	DOME	1	CP PLUS	
24	SERVICE LIFT LOBBY	DOME	1	CP PLUS	
25	DINING ROOM	DOME	2	CP PLUS	
26	DINING TERRCE	DOME	1	CP PLUS	
27	GUEST LIFT	DOME	1	CP PLUS	
28	SERVICE LIFT	DOME	1	CP PLUS	
29	GUEST CORRIDOR	DOME	2	CP PLUS	
30	GUEST LOUNGE	DOME	2	CP PLUS	
31	TARRACE LOUNGE	DOME	1	CP PLUS	
32	TERRACE	BULLET	2	CP PLUS	
	Total		39		



**(D) FINANCIAL OFFER**

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

<b>SN</b>	<b>Particulars</b>	<b>Qty</b>	<b>Rate</b>	<b>Amount</b>
1	Cameras HD Bullet / Dome	135		
2	Cameras IP Bullet / Dome	126		
3	PTZ Camera	1		
4	ANPR Cameras	2		
5	DVRs 8 Channel	3		
6	DVRs 16 Channel	8		
7	NVR 8 Channel	2		
8	NVRs 16 Channel	8		
9	TFT Monitors (Different Sizes)	9		
10	UPS 1 KVA APC	5		
11	POE Switches, Power supply, Software Support, Connectors, Balloons, etc. for all cameras	1 LOT		
	<b>Sub Total</b>			
	<b>GST</b>			
	<b>Net Total</b>			

Signature with stamp

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