



# Guwahati Biotech Park

Technology Complex, IIT Guwahati  
Guwahati- 781 039

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GBP/8.11.2/2018-19/3874

Date: 21.12.2018

## SHORT NOTICE INVITING QUOTATIONS

### Non-Comprehensive Annual Maintenance Contract for CCTV Surveillance System

Sealed quotations under two bid system are invited from reputed and experienced Firms/Companies for Non-Comprehensive Annual Maintenance Contract of CCTV Surveillance System installed at Guwahati Biotech Park, Technology Complex, IIT Guwahati. Details as below;

Sl. No.	Items	Description	Quantity
1.	Fixed Indoor Dome Camera	CP-Plus/CP-USC-DA 10L2-0360	11 numbers
2.	Fixed Indore Bullet Camera	CP-Plus/TA 10L2	6 numbers
3.	16 CH DVR		1 number
4.	4 CH DVR		1 number
5.	4 TB HDD	Seagate/Toshiba	2 numbers
6.	SMPS 12V 10A		4 numbers
7.	Monitor	22" LG M38H	1 number

### **GENERAL CONDITIONS:**

1. The Bid Document superscribed as "Non-Comprehensive Annual Maintenance Contract for CCTV Surveillance System" shall be addressed to "The Chief Executive Officer, Guwahati Biotech Park, Technology Complex, IIT Guwahati, Guwahati-781039".
2. The last date of submission of filled in quotations is 04.01.2018 up to 2 PM.
3. Technical Bids will be opened on the same day at 2.30 p.m. in presence of the bidders.
4. Quotations received after the last date i.e. after the expiry of the closing time shall not be entertained
5. The validity of the quotation shall be for 3 months from the date of its receipt in this office.
6. The rate of AMC will be without parts. The price quoted shall be valid for 1 year from the date of issue of the work order.
7. The quantities are indicative and may vary based on actual requirement while execution of the work. The payment would be made as per actual work done i.e. the payment for the executed quantity shall be made on pro-rata basis.
8. **Eligibility Criteria:**
  - Should have experience of maintenance contracts of CCTV systems for at least 2 years.
  - Average Annual turnover for the last three financial years should not be less than Rs. 2 Lakhs.

- The bidder must be an Indian entity and registered in India as partnership/proprietorship/Company under the Companies Act 2013 (Relevant supporting documents i.e. Copy of Certificate of Incorporation issued by Registrar of Companies, Article & Memorandum of Association/partnership deed, PAN Card, GST registration certificate to be submitted)
  - Should not have been blacklisted by any PSU / Govt. Department etc .
  - The Bidder should have at least one branch offices(s) at Guwahati for 100% support services.
9. **Selection process:**
- The bidders should meet the eligibility criteria to be technically qualified.
  - Proposals of Bidders not meeting the eligibility criteria and without proper documents will be summarily rejected.
  - Price Bids will be opened only of the technically qualified bidders.
  - Technically qualified Bidder offering the lowest price will be awarded the contract.
10. **Period of Contract:** AMC shall be valid for a period of 1 year with the provision of renewal for further period based on satisfactory performance and provided the firm agrees to continue on the same rate and terms and conditions.
11. The contract can be terminated anytime during the period without citing reasons and in such cases no payment will be considered for the period beyond termination date.
12. The rates quoted shall remain in force for the full period of contract. No demand for revision of rates on any account shall be entertained.
13. **Payment Terms:** The payment towards AMC shall be made at least at the end of each quarter year i.e. three (3) months on production of satisfactory performance report along with original invoice in triplicate.
14. The AMC provider should report this office twice in a month for routine checkup besides visits on call basis as and when required.
15. The bidders are required to visit the building complex of Guwahati Biotech Park to see the actual installation for themselves to assess the quantum of work and their specialization before submitting the tender with prior permission from the Administrative Officer of Guwahati Biotech Park.
16. Incomplete documents submitted will not be considered. The authority reserves the right to accept or cancel any or all quotations without citing any reasons thereof.

**List of Enclosures:**

**Annexure I – Scope of Work**

**Annexure II - Technical Bid**

**Annexure III – Price Bid**

**Annexure IV- Declaration**

Sd/-  
Chief Executive Officer, GBP

## **Scope of Work and Services**

1. The service provider should agree to maintain systems as listed below;

<b>Sl. No.</b>	<b>Items</b>	<b>Description</b>	<b>Quantity</b>
1.	Fixed Indoor Dome Camera	CP-Plus/CP-USC-DA 10L2-0360	11 numbers
2.	Fixed Indore Bullet Camera	CP-Plus/TA 10L2	6 numbers
3.	16 CH DVR		1 number
4.	4 CH DVR		1 number
5.	4 TB HDD	Seagate/Toshiba	2 numbers
6.	SMPS 12V 10A		4 numbers
7.	Monitor	22" LG M38H	1 number

2. The service provider has to maintain the CCTV system which are installed in the Guwahati Biotech Park. These systems run in round the clock i.e. 24 x 7 mode.

**3. Working Hours:**

a) The maintenance work shall normally be done during working hours of Guwahati Biotech Park. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays with prior arrangement through proper communication with Guwahati Biotech Park administration.

b) The maintenance work shall be carried out, primarily, at the Guwahati Biotech Park. In case the service provider feels that equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly within the response time agreed upon in the AMC

4. **Routine Check-up:** The service provider should report this office twice in a month for routine check-up besides visits on call basis as and when required.

5. **Response Time:** Call to be attended within 12 working hours.

6. **Preventive Maintenance:** The service provider shall also carry out periodic preventive maintenance including external cleaning of the items once every month.

7. **Service Engineer/Technician:** For regular and proper maintenance of the equipments, the vendor will depute at least one qualified, experienced service engineer / technician. The service engineer/technician should have sufficient and requisite knowledge of maintenance and troubleshooting of the CCTV system.

8. **Responsible for** backup and storage of CCTV footages month wise which is to be handed over to the authorities of Guwahati Biotech Park. Storage device to be provided by the service provider

- 9.** Proper record of servicing and repair etc of the breakdown/maintenance should be with the service provider.
- 10.** Troubleshooting of any network issues arising in the CCTV network
- 11.** The service provider should repair/replace the worn out parts at extra cost.

**TECHNICAL BID (Part A)**

1.	Name of the Firm/Company:	
2.	Registered Office Address:	
3.	Name of the Contact Person, Signing authority :	
	Contact Details: Telephone No. & Fax No. Email Address: Website:	
4.	Bank Details of the Firm:	

**Full Name and signature of the Authorized Signatory:**

**(With Seal of the Firm/Company)**

**Designation:**

**Agency/Firm's Name:**

**Date and Place:**

**TECHNICAL BID (Part B)**  
**Compliance Statement for Eligibility Criteria**

<u>Sl. No.</u>	<u>Description</u>	<u>Compliance(Y/N)</u>	<u>Documents attached, if any</u>
<u>1.</u>	Should have experience of maintenance contracts of CCTV systems for at least 2 years.		
<u>2.</u>	Average Annual turnover for the last three financial years should not be less than Rs. 2 Lakhs.		
<u>3.</u>	The bidder must be an Indian entity and registered in India as partnership/proprietorship/Company under the Companies Act 2013 (Relevant supporting documents i.e. Copy of Certificate of Incorporation issued by Registrar of Companies, Article & Memorandum of Association/partnership deed, PAN Card, GST registration certificate to be submitted)		
<u>4.</u>	Should not have been blacklisted by any PSU / Govt. Department (Self certified declaration –Annexure IV)		
<u>5.</u>	The Bidder should have at least one branch offices(s) at Guwahati for 100% support services.		

**Full Name and signature of the Authorized Signatory:**  
**(With Seal of the Firm/Company)**

**Designation:**

**Agency/Firm's Name:**

**Date and Place:**

**ANNEXURE III****Price Bid**  
**(to be submitted in a separate sealed envelope)**

<b>Sl. No.</b>	<b>Items</b>	<b>Description</b>	<b>Quantity</b>	<b>Price (in Rs.)</b>
1.	Fixed Indoor Dome Camera	CP-Plus/CP-USC-DA 10L2-0360	11 numbers	
2.	Fixed Indore Bullet Camera	CP-Plus/TA 10L2	6 numbers	
3.	16 CH DVR		1 number	
4.	4 CH DVR		1 number	
5.	4 TB HDD	Seagate/Toshiba	2 numbers	
6.	SMPS 12V 10A		4 numbers	
7.	Monitor	22" LG M38H	1 number	
<b>Total Cost</b>				
<b>GST</b>				
<b>Grand Total</b>				

**Full Name and signature of the Authorized Signatory:**

**(With Seal of the Firm/Company)**

**Designation:**

**Agency/Firm's Name:**

**Date and Place:**

**Declaration**

**Certified that:**

1. I/We hereby read the terms and conditions governing this work and hereby agree to abide by them.
2. I/We hereby declare that the particulars given above are true and correct to the best of my/our knowledge and belief. I/we agree that in case any of the particulars given above are found incorrect, our bids may be summarily rejected.
3. I / We also hereby declare that all matters related to Guwahati Biotech Park shall be treated as confidential and no information shall be passed on to any unauthorized person without written permission of the Competent Authority.
4. The Firm/Company has neither been blacklisted by any Central or State Government Organization in the last neither three years nor there is any litigation pending with any Central or State Departments or Court of Law.

**Full Name and signature of the Authorized Signatory:  
(With Seal of the Firm/Company)**

**Designation:**

**Agency/Firm's Name:**

**Date and Place:**