

TENDER

FOR

**COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT**

OF

**IPIR CCTV CAMERA BASED MONITORING
&SURVEILLANCE SYSTEM INSTALLED**

AT

**REGIONAL SCIENCE CITY
LUCKNOW**



REGIONAL SCIENCE CITY
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
SECTOR-E, ALIGANJ EXTENSION (EKTA VIHAR)
LUCKNOW-226024

TENDER No. RSCL/1801/Tender-08/2020-21

NOTICE INVITING TENDER

Limited Tenders are invited in two Bid System for “**Comprehensive Annual Maintenance Contract (CAMC) of IP IR CCTV Camera based Monitoring & surveillance system**” installed at **Regional Science City, Lucknow** from Agencies having proven experience and capable in executing the work at a time.

Schedule of Tender

Bid Submission Start Date	08.06. 2020 (10:00 A.M)
Bid Submission End Date	19.06. 2020 (03:00 P.M)
Bid Opening Date	19.06.2020 (04:00 P.M)
Earnest Money Deposit	Rs.2000/-
Tender Fee	₹100/-
Estimated Cost	₹80,000/-

Both Technical Bid and Financial Bid, should be submitted by the due date and time as per the above schedule. The responsibility to ensure the same lies with the bidders. The Financial Bids of only the selected and techno-commercially acceptable offers / system / equipment will be opened. Decision of the Centre, regarding selection of eligible and qualified vendors / firms for opening the Financial Bid shall be final and binding on the bidders. Bidders may be present during opening of tenders.

Regional Science City, Lucknow reserves the right to accept or reject any or all tenders in full or part without assigning any reason whatsoever. RSC, Lucknow shall also not be bound to accept merely the lowest tender but the technical suitability, capability and superiority of the equipment / system as well as after sales service including infrastructure to render such service, etc. shall be of prime consideration for selection of the equipment /system.

CHECK LIST

Check list of Tender No. **RSCL/1801/Tender-08/2020-21** for Comprehensive Annual Maintenance Contract (CAMC) of IP IR CCTV Camera based Monitoring & surveillance system installed at Regional Science City, Lucknow.

Sl. No.	Description	Yes	No
01.	Whether Tender submitted in two parts separately in original (i.e. Technical & Financial).		
02	Whether Tender documents carefully studied & understood.		
03	Whether Tender documents duly signed and stamped on all pages as Part – I of the Tender		
04	Whether Declaration regarding Non-relation, duly signed and stamped, and submitted the same as Part – I of the Tender. Annexure-D		
05	Whether Declaration certifying that there is no extra conditions quoted in the Offer Form duly signed and stamped, and submitted the same as Part – I of the Tender. Annexure-C		
06	Whether offer form carefully studied and understood, duly filled and submitted as Part-II of the tender. Annexure-H		
07	Whether Tender Fee of ₹100.00 submitted by DD/Cash Receipt No. dated.....alongwith the Part – I of the Tender in original.		
08	Whether Earnest Money of ₹2000/-submitted by DD / Cash receipt No.dated..... alongwith Part – I of the Tender in original.		
09	Did you visit the actual site for execution of the work before submitting the Tender		

Date:
Place :

Signature of the Tenderer
Official Seal

GENERAL INFORMATION AND INSTRUCTIONS

1. The instruction given herein will be strictly binding on the tenderers and deviation, if any, will make the tender or tenders liable to be considered invalid. Tenders incorporating additional conditions by the tenderer are liable for rejection.
2. Bid should be submitted along with the **Earnest Money of ₹2000/- (Rupees Two Thousands Only)** by way of crossed Demand Draft / Pay Order on any commercial Banks or payment online by NEFT/RTGS payable in favour of "**REGIONAL SCIENCE CITY payable at LUCKNOW**". Earnest Money deposit in the form of Bank Guarantee /Bond or any other instrument shall not be accepted and shall be rejected straightway. Earnest Money deposits in respect of such offers which are not accepted will be returned to the bidders within 30 working days from the date on which the final decision is taken about the source to whom the work is awarded or within 2 (two) months from the date of the opening of the tenders, whichever is earlier. No interest will be paid on the Earnest Money deposited with the Council. Earnest Money deposit in respect of the successful bidders will be retained with the RSCL until entire execution of the order as per terms of the tender. If the successful bidder fails to execute the order strictly as per the RSCL's specification in full or part within the stipulated AMC period of L.O.I. the Earnest Money deposit retained with the RSCL shall be forfeited forthwith after cancellation of the concerned order. In case of non-receipt of EMD, the Tenders are liable to be rejected.
3. **Tender Fee** (Non-refundable) amounting to **₹100/- (Rupees One hundred only)** shall be deposited at RSC, Lucknow by way of crossed Demand Draft / pay order on any of the commercial Banks or payment online by NEFT/RTGS in favour of 'Regional Science City' payable at Lucknow.
4. **Validity of Bids:** The Bids should remain valid for 90 days from the date of bid opening.
5. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected. Non-compliance of applicable General Information and Instruction will disqualify the Bid.
6. The Person signing the tender documents should be authorized to submitting the tender.
7. **Tender must be submitted in two separate Parts - namely Part-1 (Technical Bid) and Part-II (Financial Bid). The contents of Cover shall be as follows:-**

Set - 1

- i) Technical (Techno-Commercial) BID duly filled-in and signed with official stamp. (as per Annexure-E format)
- ii) General Terms & Conditions (as detailed in Annexure-B) duly signed with official stamp as a token of acceptance

- iii) Copy of the current and valid Trade License and Dealership Certificate as applicable and Copy of ITR filed acknowledgement issued by Income Tax Department should be enclosed.
- iv) Consolidated list of items to be taken up for CAMC as detailed in ANNEXURE-F duly signed with official seal as a token of acceptance for providing services in accordance to the centre's specifications.
- v) The 'Declaration' duly signed with official stamp (as detailed in Annexure-C& D).
- vi) Demand Draft / details of online payment for Rs2000/- as Earnest Money Deposit.
- vii) Scanned Copy of Demand Draft / details of online payment for ₹100/- towards Tender Fee.

Set - 2

- i) The Financial Bid/Offer form (as per Annexure-H) i.e. Schedule of Price Bid in the form of attached BOQ Proforma shall be duly filled in, signed and submitted by the bidder. Over writing in the offer Form is not permitted, shall be rejected straightway without giving any reason.

N.B.: The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the RSC, Lucknow against submission of supporting documentary evidence.

8. Order shall be placed in favour of a single agency considering the total cost arrived based upon consolidated offer form as per Annexure -H.
9. The authorities of Regional Science City, Lucknow who does not bind themselves to accept the lowest tender, reserves the right to reject or accept any or all tenders wholly or partially without assigning and reason whatsoever.

REGIONAL SCIENCE CITY
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Sector-E, Aliganj Extension (EktaVihar)
Lucknow-226024

TENDER No. : RSCL1801/Tender-08/2020-21

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

SUBMISSION OF BIDS

- 1) Bidder should go into the Tender documents carefully well in advance for bid submission so that they can submit the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same to be filled by the bidders.
- 3) The time schedule (which is given in the Tender document) will be considered as the standard schedule for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time schedule during bid submission.
- 4) The submitted tender documents become readable only after the tender opening by the authorized bid openers.

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 Sector-E, Aliganj Extension (Ekta Vihar)
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TENDER No. : RSCL1801/Tender-08/2020-21

GENERAL TERMS & CONDITIONS (GTC) FOR SUBMISSION OF TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF IP IR CCTV CAMERA BASED MONITORING & SURVEILLANCE SYSTEM INSTALLED AT REGIONAL SCIENCE CITY, LUCKNOW AS PER CENTRE'S SPECIFICATIONS.

Limited Tenders are invited for the work of Comprehensive Annual Maintenance Service Contract (CAMC) for IP IR CCTV Camera based Monitoring & surveillance system already existing at Regional Science City, Lucknow on contract basis. The service includes preventive maintenance/repair/replacement of accessories included in the systems for which the contract is executed. Consumables and burnt parts will be excluded from this contract. However, parts, **if burnt owing to non-maintenance/improper maintenance of the equipment by the agency**, shall be replaced by the agency free of cost. For parts not covered under CAMC, the agency taking up the contract will repair the system and produce separate bill mentioning separate charges for the material and service and the same will be paid on case to case basis. On termination or expiry of the contract, the equipment must be left functioning and no part repaired or installed can be removed or taken away by the firm. Essential conditions of the Tender are as below:

1. **Submission of tender:** 'Technical Bid (Part I)', should contain the following documents to establish the Bidder's eligibility to the bid and his qualification to perform the contract if his bid is accepted.
 - a) **EARNEST MONEY :** Bid should be submitted along with the **Earnest Money of Rs2000/ (Rupees Two Thousands only)** by way of crossed Demand Draft / Pay Order on any commercial bank or payment online by NEFT/RTGS payable in favour of "REGIONAL SCIENCE CITY" payable at LUCKNOW (Bank details of RSCL is attached). Earnest Money deposit in the form of Bank Guarantee / Bond or any other instrument shall not be accepted and shall be rejected straightway. Earnest Money deposits in respect of such offers which are not accepted will be returned to the bidders within 30 working days from the date on which the final decision is taken **about the source from which the items under tender are to be procured** or within 2 (two) months from the date of the opening of the tenders, whichever is earlier. No interest will be paid on the Earnest Money deposited with the Council. Earnest Money deposit in respect of the successful bidders will be retained with the RSCL until entire execution of the order as per terms of the

tender. If the successful bidder fails to execute the order strictly as per the RSCL's specification in full or part within the stipulated delivery period of the Letter of Intent, the Earnest Money deposit retained with the RSCL shall be forfeited forthwith after cancellation of the concerned order.

- b) The issued bid document (excluding offer form), signed on each page by the authorized signatory of the bidder.
 - c) Document(s) establishing that the bidder is having office in Lucknow with adequate number of Engineers, spare-parts and infrastructure like telephone, fax, mobile etc.
 - d) Attested copy of the firm's partnership/ proprietorship deed/Memorandum of Association.
 - e) Power of Attorney in favor of the person signing the bid.
 - f) Attested copy of registration certificate of E.P.F, E.S.I. etc. issued from concerned department.
2. Tender form cost is neither transferable nor refundable.
 3. The firm must have the valid TIN/GST/PAN Nos, Registration Certificates.
 4. The firm must have ESIC/EPF registration with last three months returning/challan.
 5. Minimum 5 years of experience in Govt. Organization/Undertaking/PSUs/reputed Pvt. Firms in rendering AMC of Surveillance System(**copy of Performance certificate/work orders to be furnished**).
 6. While quoting CAMC rates, base rate for individual items per year supported with taxes (GST) etc. shall be specifically mentioned in Financial Bid.

7. **FORFEITURE OF EMD:**

In case the successful bidder fails to furnish security deposit or fails to submit the required documents at the time of agreement or does not turn up for agreement within the prescribed time limit, the EMD of the bidder shall be forfeited and the tender approval shall be cancelled.

8. **PERFORMANCE SECURITY:**

The successful bidder will have to deposit the prescribed security (**10% of the approved tender value**) in the form of Demand Draft payable to "Regional Science City" payable at Lucknow. Earnest money deposited by the successful bidder will automatically be adjusted towards the security deposit. No interest will be payable on

earnest money or security in any case. The security deposit shall be payable to RSCL as compensation for any loss resulting from the contractor's failure to complete its obligations under the contract.

The successful bidder will have to sign the contract agreement and furnish the required security deposit within 15 days of the acceptance of the tender.

The security deposit is liable to be forfeited in case the bidder violates the terms and conditions of the agreement in any manner.

The rates shall be inclusive of all taxes, compliance to this shall be responsibility of the bidder. The security deposit will be returned after 3 months of the expiry of AMC period of the last order under the contract, after deducting dues, if any, payable to RSCL. In the event of any breach of any terms and conditions or delay or default, the contract will be terminated and the security deposit will be forfeited by the RSCL. Conditional tenders in modification to the terms and conditions given in this document are liable to be rejected. The order will be placed to the lowest acceptable bidder.

9. CONTRACT

Validity of the approved rates shall be upto Three years from the date of issuing the Letter of Intent and the contract may be extended beyond the first year at the discretion of the RSCL authorities and subject to satisfactory performance by the agency during the previous year of contract.

If the contractor fails to comply with the terms and conditions of the agreement, RSCL may terminate the agreement upon 30 days written notice to the contractor, specifying any such breach.

The quantum of work mentioned in the NIT is approximate and may be increased or decreased up to 25% of the quantity. Order for CAMC may be placed in phases or in lumpsum.

10. PAYMENT TERMS

No advance payment shall be made. Quarterly payment of the CAMC value shall be made at the end of the each quarter on presentation of bill duly verified to the effect that the equipments have been maintained and there has been no interruption of service. Preventive maintenance certificate should be enclosed with the bill. The vender has to separately show the tax component in the Tax Invoice.

The contractor shall comply with the provision of the State/Central government rules and regulations under Minimum Wages Act 1948, Contract Labour (Regulations and abolition) Act 1970, Employees Liability Act 1938, Workman's Compensation Act 1923, Industrial Disputes Act-1947 or any modifications thereof or any other laws relating thereto and rules made thereunder from time to time.

11. SCOPE OF WORK

Scope of Work for Comprehensive Maintenance of IP IRCCTV Camera Based Monitoring & Surveillance System installed at the premises of Regional Science City, Lucknow.

- a) **Period of Contract:** Validity of the approved rates shall be upto **Three (3) years** from the date of issuing the Letter of Intent and the contract may be extended beyond the first year at the discretion of the authorities of Regional Science City and subject to satisfactory performance by the agency during the previous year of contract.
- b) **Maintenance of parts:** Maintenance of the Surveillance System includes Camera Visibility Test, NVR Recording Test, NVR Settings Verification, and Disk Error Check.
- c) Relocation of camera, if required for better view or alteration in the existing plans including addition wire (if any).
- d) **Quality of Spares:** The equipment parts replaced must be new and equivalent in performance of existing parts. The agency has to ensure that the equipment/spares provided by it shall be **compatible with Cameras, Analytical Encoders, NVR & Video management Software with Analytical features which are already installed at the site.** No other additional expenses will be paid by this Centre for any consumables including, wires, etc. which might be required to be changed during the contract period. However additional payment will be made on actual basis on described work (mentioned in 1-3 in offer form) as given by tenderer and approved by authority.
- e) **Additional Charges:** The CAMC cost includes the travelling cost for rendering service throughout the quarterly period for one or all locations & for one or all systems. Shifting of equipment is not covered in CAMC only minor shifting of equipment with the permission of the Centre is allowed.
- f) **Working Hours:** The maintenance work shall normally be done during working hours of the customer. However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the servicing agencies.
- g) **Mandatory Visit:** One Mandatory visit per week & servicing of the equipment per month and on need basis. In addition to above, the Agency has to attend to the complaints, if any, within a day. Party need to maintain a **JOB CARD** towards the Servicing / Maintenance of the equipment and get it signed by office authorities (HOD / SMO) after rectification of complaint/ Job. The copy of the JOB CARD must be attached along with the Quarterly bill for the necessary payment.

- h) **Final Authority:** The final authority for payments will be Head of the Organization offering the CAMC.
- i) The CCTV Surveillance system need to be functional on 24x7 basic i.e. 24 hours all the day and needs to have at least 30 days data storage capacity for all CCTVs.

j) PENALTY CLAUSE

Delay will be calculated from the date and time of making over the fault to the contractor. In case of delay in rectification of the fault beyond 48 hours, a penalty of ₹100/-per day per fault on Camera/NVR and other equipment will be levied.

In case of delay in rectification of the fault beyond 7 days, the penalty of ₹200/- per day per fault on Camera/NVR and other equipments will be levied. In such an event, RSCL may get the faults rectified by third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty. In case contractor fails to pay the penalty and/or cost of the repairs (by third party) it shall be deducted from the security deposit/bill. The total penalty during the period of AMC, in each order, under this contract, shall not be more than 10% of the concerned order value. More than one half of a day shall be treated as a day.

12. DELAYS IN CONTRACTOR'S PERFORMANCE

Delay by the Contractor in the performance of its contractual obligations regarding performance of services shall render the Contractor liable to any or all of the following sanctions:

- a) Penalty/cost of repairs as per clause 12 above.
- b) Forfeiture of its Security Deposit.
- c) Termination of the contract for default. The termination of the contract for default shall be at risk and responsibility of the contractor.

If at any time during performance of the Contract, the Contractor should encounter conditions impeding timely delivery of the goods and performance of service, the Contractor shall promptly notify to the RSCL in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Contractor's notice, the RSCL shall evaluate the situation and may at its discretion extend the period of performance of the services ordered after mutual discussion with the Contractor.

- 13.** In case of any dispute arisin out of this contract between the centre and agency ,the matter shall be refered in the sole arbitration of a person to be appointed by the Director General of NCSM on receipt of an official request with details of the

dispute, from either the Centre or the agency. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and of the rules made thereunder for the time being in force.

REGIONAL SCIENCE CITY
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TENDER No. : RSCL1801/Tender-08/2020-21

DECLARATION

We do hereby accept the "General Terms & Conditions" as provided by the National Science Center, along with the Tender documents for Comprehensive Annual Maintenance Contract (CAMC) of IP IR CCTV Camera based monitoring & surveillance system installed at Regional Science City, Lucknow and also undertake to execute the job strictly as per the Technical Specifications of Regional Science City, Lucknow as provided along with the tender documents, in the event of placement of any order on us. The Centre shall be at liberty to cancel the order in full or in part the event of failure of any of the above declaration made by us.

Signature of the Bidder / Constituted Attorney.

REGIONAL SCIENCE CITY
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DECLARATION

This is to certify that I/We have no close relative as an employee of the National Council of Science Museums (close relatives means: Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with us as proprietor/partner/share holder/ director and like.

Signature of the tenderer
Address :

Official seal with date

REGIONAL SCIENCE CITY
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TECHNICAL (Techno-Commercial) BID

Notes: **ALL PARTICULARS / INFORMATIONS SHOULD BE GIVEN IN THE FOLLOWING FORMAT WITH COMPLETE DETAILS.**

1. Full Name of the bidder :
2. Address :
3. Telephones/Fax numbers/Email :
4. Whether proprietary/partnership/company :
(documents to be enclosed)
5. Name(s) of proprietor/partners/All directors:
6. Name(s) and particulars of collaborators, :
(If any, and type of collaboration with
documentary evidence)
7. Address of works/Lab :
8. No. of employees Types of employees Number
 - i) Service Engineers
 - ii) Others

9. i) PAN No. :
ii) TIN No. :
iii) GST Regn.No. :

(Documents should be enclosed)

10. EPF / ESI No. :

(Documents should be enclosed)

I/We hereby declare that the above statements are true. I/We also declare that the decision of Regional Science City regarding selection of eligible firms for opening of Financial Bid (Part-II) shall be final and binding on me/us.

Dated

Official Seal

**Signature of the
Tenderer/Constituted Attorney**

TENDER No. : RSCL1801/Tender-08/2020-21TECHNICAL SPECIFICATION**List of IP IR CCTV Monitoring & Surveillance System installed at RSC, Lucknow**

Sr No.	Equipment size	Make	Model no.	Quantity	Included in tender Yes/No	Rate (₹)	Unit	Amount (₹)
1	IP IR Dome camera with IP 66Housing	HikVision		17 nos.	Yes			
2	IP IR Bullet camera with IP 66Housing	HikVision		13 nos.	Yes			
3	16 Channel HD Network Vedio Recording	HikVision		02 nos.	Yes			
4	8 Port PoE Switch	Dlink		05 nos.	Yes			
5	24 Port PoE Switch	Dlink		04 nos.	Yes			

Date -----

Signature of the Tenderer
Office Seal

TENDER No. : RSCL1801/Tender-08/2020-21**BANK DETAILS OF REGIONAL SCIENCE CITY, LUCKNOW**

Name of the Account Holder	REGIONAL SCIENCE CITY, LUCKNOW
Account No.	62166113527
Bank Name	STATE BANK OF INDIA
Bank Address	Aliganj Extension, Sector -E Lucknow-226024 Telephone: 0522-2335343, 2335344
IFSC Code	SBIN0021168
MICR Code	226002132
Type of Account	Saving Account
GST Number	09AAAAN2541C2Z0

REGIONAL SCIENCE CITY
(National Council of Science Museums)
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TENDER No. : RSCL1801/Tender-08/2020-21

OFFER FORM

I/We have read, understood and accepted all the instruction, General Terms and Conditions, specification for **Comprehensive Annual Maintenance Contract of IP IR CCTV Camera based Monitoring and Surveillance System** installed at Regional Science City, Luckno was per the specifications at Regional Science City, Lucknow.

I/We hereby offer my/our rates for the said tender: -

01. Name of the Tenderer :
02. Address (in case of Firm/Company,registered :
office address including jurisdiction of the
police station should be given)
03. Telephone Nos. a) Office :
 b) Workshop :
 c) Mobile :
04. Name of the Bankers and their addresses :

Annual Maintenance Contract of IP IR CCTV based Monitoring and Surveillance System installed as per the specifications at Regional Science City,Lucknow.

Sl.No.	Description of the job/material	Quantity	Rate/Amount (₹)	GST	Total (₹)
01	AMC of IP IR CCTV Camera based Monitoring and Surveillance System installed at Regional Science City,Lucknow as per our specification at Annexure -F	As per annexure-F			

Additional work to be executed as and when required(Rates to be quoted):

Sl. No.	Items	Make	Units	Rates per unit (To be quoted by agency)	GST	Total (₹)
01	Digging tranches in soil for laying HDPE pipe (dia 25 mm) as conduit for coaxial/cat cable upto required depth for camera/power supply cables.	Normal Soil	R/M			
02	Supply and laying Conduit pipe-(25 mm) to make connection with camera/power supply.	Cap/Finolex	R/M			
03	Supply & laying HDPE Pipe-dia 25 mm for lying under ground cable	ISI Mark As to be approved by centre	R/M			

05. Percentage of applicable rate of GST :

06. Any other duties /taxes/charges(indicate :
Clearly Percentage of duties /taxes/charges to be imposed), if extra.

The above rates quoted by us for Annual Maintenance Contract of IP IR CCTV Camera based Monitoring and Surveillance System installed at RSCL strictly in accordance with the specification of the Regional Science City,Lucknow . Deviation , if any ,will make the tender /offer liable to be considered invalid.

Date -----

Signature of the Tenderer
Office Seal