



पूर्वोत्तर इंदिरा गांधी क्षेत्रीय स्वास्थ्य एवं आयुर्विज्ञान संस्थान
North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences
 (भारत सरकार, स्वास्थ्य एवं परिवार कल्याण मंत्रालय, स्वायत्त संस्थान)
 (An Autonomous Institute, under Ministry of Health and Family Welfare, Government of India)
 निदेशक ब्लॉक, मावडियांगडंग, शिलांग -793 018 (मेघालय) /Director's Block, Mawdiangdiang, Shillong -793 018 (Meghalaya)
 Store & Procurement Section - Email: storeneigrihms@gmail.com; Tele Fax: (0364) 2538032; Website:
 neigrihms.gov.in

F. No: NEIGR/S&P/83/98

Notice Inviting Tender
Online tendering through CPPP (<https://eprocure.gov.in/cppp>)

Tender Details:

Tender Enquiry No:	NEIGR/S&P/OT/E -32A/2019 -2020; Dated: 20.09.2019	
Tender Description:	Selection of authorized service provider /representatives for five years Comprehensive Maintenance of existing IP CCTV Cameras System and supply, installation and commissioning of additional Cameras for the Institute, as per detail scope of work.	
Bid Document Downloading Start Date:	14:00 hours of 20.09.2019	
Pre-Bid Conference and Clarification Session:	16:00 hours of 30.09.2019	
Last Date and Time for Submission of Bid Document Online:	14:00 hours of 17.10.2019	
Last date and Time of Receipt of Earnest Money Deposit (Hard Copy):	14:00 hours of 17.10.2019	
Date and Time of Opening of Techno -Commercial Bids:	14:30 hours of 18.10.2019	
Cost of Earnest Money Deposit (EMD):	Rs 20,000.00 (Rupees Twenty thousand only)	
Tentative schedule after completion of Technical Commercial Evaluation subject to inputs from respective Committee /Authority:	60 days from the date of opening of Techno – Commercial Bid	
Tentative schedule for awarding of contract including institutional requirement, justification of cost and on approval of the Competent Authority.	60 days from the date of opening of e- Price Bid /BOQ	

Bidders /Tenderers can download the tender /bid document from Central Public Procurement Portal website at www.eprocure.gov.in Bidders /Tenderers are required to submit their bid online by uploading all the relevant documents through www.eprocure.gov.in. For further details regarding tender amendment /date extension, please visit website: www.eprocure.gov.in. Tender document can also be downloaded from the Institute's website at www.neigrihms.gov.in

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

Director's Block, Mawdiangdiang, Shillong 793 018 (Meghalaya)

Website: www.neigrihms.gov.in; E-mail: storeneigrihms@gmail.com; Tele /Fax: (0364) 2538032

SECTION I: NOTICE INVITING TENDERS (NIT)

Online tenders, in two-bid system, are invited by Director, NEIGRIHMS, Shillong for processing of stores /items for the Institute, as per enclosed specification and related terms and conditions.

1. Bidders /Tenderers would be required to register on the Central Public Procurement Portal at www.eprocure.gov.in, using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a user id and password by the system through which they can submit their bids online.
2. Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.
3. Bidders /Tenderers can download the bid document from Central Public Procurement Portal website at www.eprocure.gov.in Bidders /Tenderers are required to submit the bid online by scanning and uploading all the relevant documents through www.eprocure.gov.in
4. Tender document can also be downloaded from the Institute's website at www.neigrihms.gov.in For further details regarding Amendment /Addendum /Extension please visit website: www.eprocure.gov.in and www.neigrihms.gov.in
5. No tender fee is required for downloaded documents.
6. Earnest Money Deposit (EMD) in the form of Call deposit, Banker's Cheque, Fixed deposit or Demand draft, drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong or Bank Guarantee of any Scheduled Bank, shall be scanned and submitted online, along with the Techno-commercial bid (Un priced Bid), within the period of tender online submission date and time and the original (hard copy) should be submitted to Stores & Procurement Section, Director's Block, Mawdiangdiang, NEIGRIHMS, Shillong -793018 within the stipulated date and time.
7. The firms registered with DGS&D/SSI/NSIC and any approved sources of Central/State Government, are not exempted from furnishing Earnest Money in so far as this institute is concerned.
8. In the event of the date being declared as a closed holiday for purchaser's office, the date for opening of bids online will be the following working day at the appointed times.
9. Bidders/Tenderers need to scan and upload the required documents like Goods and Service Tax (GST) registration, PAN Number/Card, valid document regarding the existence and registration of the firm along with the with Techno-commercial bid, as per Check List (Section XXI)
10. The technical bids will be opened online by a committee of members duly constituted for the purpose at the time and date as specified in the tender document. All statements, documents, certificates, proof of EMD uploaded by the bidders will be verified and downloaded for technical evaluation and the result of technical bid evaluation will be displayed on www.eprocure.gov.in which can be seen by all bidders who participated in the tender.
11. The bidders should download the **BoQ.xls** (Bill of Quantities) and filled in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same **BOQ in .xls format**. NEIGRIHMS /Central Public Procurement Portal (www.eprocure.gov.in) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
12. The Financial bid (price bid) i.e. Bill of Quantity (BOQ) of only technically qualified bidders will be opened online by a committee of members and the result will be displayed on the www.eprocure.gov.in which can be seen by all bidders who participated in the tender.
13. No work will be allotted to Non-tribal bidder, contractors, Suppliers, stockists, bonded warehouse, private carriage contractors, cooperative societies etc except under a valid trading license issued by the Khasi Hills Autonomous District Council, Shillong.
14. Manufacturing organizations should preferably have Quality assurance certification like WHO-GMP/ISI/BIS/DHQH/BIS: IS 2190:2010 /IS 2878 IS 8149 /IS 15683 /or equivalent certification issued by the authorized organization, attested copies of the same are to be submitted with the tender. Firms quoting on behalf of their manufacturer should also attach said certificate of their manufacturer to select reputed firms and quality products failing which their offers may be summarily rejected.
15. The tenderer must be a manufacturer. In case the manufacturer does not quote directly, they may authorise their authorized agent as per proforma of Manufacturer authorization form as given in the tender enquiry document to quote and enter into a contractual obligation.
16. The Manufacturer should have supplied and installed in last three years before the date of Tender Opening, atleast 100% of the quoted quantity of the similar equipment meeting major specification parameters which is functioning satisfactorily. The foreign Manufacturer satisfying the above criteria should also have supplied and installed in last three years before the date of Tender Opening, at least 100% of quoted quantity of similar model which is functioning satisfactorily any where outside the country of manufacture.

17. Certificates of performance statement, work experience & completion certificate of Fire Extinguisher works /services should be submitted along with the Annual Report (Balance Sheet and Profit & Loss Account) for last three years prior to the date of Tender opening.
18. The supplier warrants comprehensively that the goods supplied under the contract is new, unused and incorporate all recent improvements in design and materials unless prescribed otherwise by the purchaser in the contract. The supplier further warrants that the goods supplied under the contract shall have no defect arising from design, materials (*except when the design adopted and / or the material used are as per the purchaser's specifications*) and this warranty shall remain valid for one year (1) after the goods or any portion thereof as the case may be, have been delivered to the final destination.
19. Stores will be accepted subject to the condition of verification and inspection by the competent authority / inspecting agency and the offer should be valid at least one year from the date of opening of the price bid or award of contract whichever is later.
20. Time schedule of delivery is within 90 days of receipt of supply order or else deduction on gross bill @ 0.5 % per week or part thereof, will be made as liquidated damages / delay in supply, subject to maximum of 10 % of the value of the delayed supplies. Delivery within 30 days is desirable.
21. Insurance during transit to be borne by the vendor / supplier/contractor inclusive of handling within the Institutes premises, till the completion of final Inspection and acceptance.
22. Installation, demonstration, operational techniques and associated services to be provided by the supplier /vendor /contractor within the cost indicated.
23. The firm has to give an affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs. 10/= that the firm is not supplying the same item at lower rates quoted in this tender to any Government/Private organization or any other institution during past one year, as per "FALL CLAUSE" adhered by DGS & D and other Government agencies.
24. The firm has to give an affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs. 10/= that there is no vigilance/CBI /FEMA case pending against the firm/supplier.
25. At any time prior to the date of submission of bid, Director, NEIGRIHMS may, for any reason, whether at his own initiatives or in response to a clarification from a prospective bidder, modify the bidding documents by an amendment.
26. The tendered rates and the validity of bids shall be for a minimum period of one years from the date, as the tender are finalized /awarded.
1. Settlement of disputes – The jurisdiction in respect of settlement of disputes in Stores & Civil contracts shall be as per the Commercial Courts, Commercial Division and Commercial Appellate Division of High Courts (Amendment) Ordinance 2018, wherein the provision for pre –institution mediation, has been made mandatory in respective cases by the parties to the disputes. The mediation shall be under the authorities constituted under Legal Service Authority Act, 1987.

Sd/-

Stores & Procurement Officer,
For and on behalf of Director, NEIGRIHMS, Shillong

Section II: Detailed Terms and Conditions of Tenders**Submission of Tenders:**

1. Online Submission of Tenders

- The tenderers are to submit the tenders online (Techno –Commercial bid and Finance bid) at www.eprocure.gov.in
- The tenderers must ensure that they submit their tenders not later than the closing time and date specified.
- The participating bidders in the tender should register themselves free of cost on e -procurement platform in the website www.eprocure.gov.in
- Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital Certificates.
- The bidders who are desirous of participating in e- procurement shall submit their technical bids, price bids as per the standard formats available.
- The bidders should scan and upload the respective documents in Technical Documentation as per the check list.
- The rates should be quoted as per the BOQ downloaded for that particular tender.
- **Manual bid shall not be accepted in any circumstance.**

2. TENDER SHOULD INVARIABLY BE SUBMITTED IN TWO BID SYSTEM CONTAINING TWO PARTS AS DETAILED BELOW:

PART-I: - TECHNO-COMMERCIAL BID

PART-II: - BOQ/FINANCIAL BID

3. The tenderers should give rates, showing taxes, if any, and levies, packing forwarding and insurance charges separately giving full breakup details. Vendors/bidder may note that the Institute has obtained CDE certificate pertaining to Customs duty and therefore price consideration should be offered accordingly. Tender not confirming to these requirements shall be rejected and no correspondence will be entertained whatsoever.

4. The tendered rates and the validity of bids shall be for a minimum period of two years from the date, as the tender are finalized /awarded, till the finalization of next tender by the Institute, whichever is earlier.

5. If the delivery is not effected on due date, the Director, NEIGRIHMS, Shillong will have the right to impose penalty as indicated. In case of default institute will have the right to procure the ordered item from open market /another party at their own risk and expenses under risk purchase clause. Late supplies of the items will result in strict action and risk purchase will done without giving any extension, will be made immediately after lapse of date of delivery.

6. In case of non supply of material within the due date i.e. with in the date of delivery, the Director, NEIGRIHMS, Shillong will have the right to impose penalty as deemed fit to resort to risk purchase in full or part thereof at his/her discretion, his/her decision shall be final and binding.

7. Custom /Excise Duty & other such levy imposed by the Govt. of India from time to time will be authorized extra on demand with adequate proof thereof.

8. The Director, NEIGRIHMS, Shillong shall be the final authority to reject full or any part of the supply which is not confirming to the specification and other terms and conditions.

9. No payment shall be made for rejected material. The tenderer would remove rejected items within two weeks of the date of rejection at their own cost and replace immediately. In case these are not removed these will be auctioned at the risk and responsibility of the suppliers without any further notice.

10. Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No inquiries verbal or written shall be entertained in respect of Acceptance or rejection of the tender.

11. The quantity shown in the schedules can be increased or decreased to any extent depending upon the actual requirement.

12. Any action on the part of the tender to influence anybody in the said Institute will be taken as an offence and the tender submitted by the firm will subsequently be rejected.

13. The price charged for the Stores/Equipment's, under the reference, by the supplier shall in no even exceed the lowest price at which the supplier the Stores/Equipment's of same identical description to any other person/organization/ Institution during the currency of the contract as per fall clause adhered by D.G.S.& D. If at any time, during the said period the supplier reduced the said prices of such/Stores/Equipment or sales such stores to any other person/organization/ Govt. Institution/ Co. Operative Stores at price lower than the quoted price, he shall forthwith notify such reduction or sale to the Director, NEIGRIHMS, Shillong and the price payable for the Stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced

and should attach an undertaking on non-judicial stamp paper of Rs 10/- duly attested on acceptance of the offer , before placement of order .

14. The supplier shall furnish the following certificate to the Accounts Officer along with each bill for payment for supplies made against in Rate Contract Tender.

“I/We certify that the Stores of description identical to the Stores supplied to the government under the contract against Tender herein have not been offered/sold by me/us to any other person/organization/Institution up to date of bill/the date of completion of suppliers against all supply orders placed during the currency of the tender/rate contract at the price lower than the institute under contract /against tender”.

15. If at any time, any question, dispute or difference whatever shall arise between the two parties NEIGRIHMS on the one hand and vendor on the other hand) in relation to the purchase either of the parties may give to the other notice in writing the existence of such a question, dispute or difference and the same shall be referred to two arbitrators, one to be nominated by the firm. Either party shall serve such a notice of the existence of any question, dispute or difference in connection with this purchase within 30 days of the beginning of such dispute failing which all right or claims shall be deemed to have been forfeited and absolutely barred. Before proceeding with the reference the arbitrators shall appoint/nominate an umpire. In the event of the arbitrators not agreeing in their award the umpire appointed by them shall enter upon the reference and his award shall be binding on the parties. The venue of the arbitrator shall be at NEIGRIHMS.

The provision of the Indian Arbitration and Reconciliation Act 1996 and of rules framed if under and any statutory modifications thereof shall be deemed to apply and be incorporated for the supply, installation, installation and commissioning etc.

Upon every or any such reference the cost of any incidents to the reference and awards respectively shall be at the discretion of the arbitrators on in the event of their not agreeing of the Umpire appointed by them who may determine the amount thereof or direct the same to be fixed as between solicitors and client or as between parties and shall direct by whom and in what manners the same shall be borne and paid.

16. The courts at Shillong will have the jurisdiction to try any matter, dispute or reference between the parties arising out of the contract. It is specifically agreed that no court outside and other than Shillong court shall have jurisdiction in the matter.

17. Any failing of omission to carry out the provision of the contract by the supplier shall not give rise to any claim by any party, one against the either, if such failure of omission or arises from an act of God, which shall include all acts of natural calamities such as fire, flood, earthquake hurricane or any pestilence or from civil strikes, compliance with any stature and/or regulation of the Government, lookouts and strikes, riots, embargoes or from any political or other reasons beyond the suppliers control including war (whether declared or not) civil war or state or insurrection, provided that notice or the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to force major conditions.

18. The tenderer/ bidder shall furnish a non-blacklisting certificate that the firm has not been blacklisted in the past by any government/ Private institution. The tenderer/ bidder has to give an affidavit on non-judicial stamp paper duly attested of Rs.10/- that there is no vigilance/CBI case pending against the firm/supplier and the firm has not been blacklisted in the past by any Govt. or Private Organization.

19. The tenderer are required to quote their rates on BOQ only.

20. Tender by Tele-fax/telegram/fax/e-mail /hard copy will not be accepted.

21. Selection will be made purely on compliance of specification, sample, make quality and on the basis of lowest price offered.

29. If the tenderer gives a false statement on any of the above information, the firm/supplier will not be considered and their quotation/tender shall be deemed to be rejected and the security deposited will stand forfeited.

30. In case the vendor appoints manpower / labour in excess of or equal to the number as specified by law, the agency should comply with all statutory enactments including Contract Labour Regulation and Abolition Act, 1970; Minimum Wages Act where applicable; Payment of wages Act, where applicable; ESI Act, 1948, where applicable; EPF Act, 1952, where applicable; etc. All existing statutory liabilities relating to engagement of personnel related to labour laws shall be sole responsibility of the agency.

31. It will be the prerogative of the Institute to place the supply order for the whole lot/item or in piecemeal basis depending upon the requirement of the Institute. The Institute shall have the right to reject any tender without assigning any reason thereof. No correspondence will be entertained in this regard. Only one best quality item (according to our specification) should be quoted against the item.

32. Handwritten quotations shall be accepted at the bidder's risk. In case of any discrepancy in the figures, the rate

mentioned in words will only be considered.

33. Payment of the approved vendor for supply of items at NEIGRIHMS shall be made through cheque or electronic clearing system. In case of cheque, the same will be dispatched registered post and postal charges shall be deducted from their bills.

Payment for Annual Comprehensive Maintenance Contract Charges:

The consignee will enter into CMC with the supplier at the rates as stipulated in the contract. The payment of CMC will be made on six monthly basis after satisfactory completion of said period, duly certified by the consignee on receipt of bank guarantee for an amount equivalent to 10 % of the CMC value as per contract valid till 2 months after expiry of CMC period.

The supplier shall not claim any interest on payments under the contract.

Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the Supplier at rates as notified from time to time.

The payment shall be made in the currency / currencies authorised in the contract.

The supplier shall send its claim for payment in writing, when contractually due, along with relevant documents etc., duly signed with date, to respective consignees.

While claiming payment, the supplier is also to certify in the bill that the payment being claimed is strictly in terms of the contract and all the obligations on the part of the supplier for claiming that payment has been fulfilled as required under the contract.

ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT FOR A PERIOD OF FIVE YEARS AFTER WARRANTY PERIOD

1 Schedule No.	2 Brief Description of Goods	3 Quantity (Nos.)	4 Annual Comprehensive Maintenance Contract Cost for Each Unit year wise*.					5 Total Annual Comprehensive Maintenance Contract Cost for 5 Years [3 x (4a+4b+4c+4d+4e)]
			1 st	2 nd	3 rd	4 th	5 th	
			a	b	c	d	e	
			Cost of Annual Comprehensive Maintenance Contract is to be quoted in the BOQ					

NOTE: -

- The bidder should offer the cost of Comprehensive Maintenance Cost (CMC) for 5 years in the BOQ (Price bid).
- The cost of Comprehensive Maintenance Contract (CMC) which includes preventive maintenance including testing & calibration as per technical/ service /operational manual, labour and spares, after satisfactory completion of Warranty period may be quoted for next 5 years as per format of BOQ.
- The cost of CMC quoted should be **Exclusive** of applicable tax or as indicated.
- Cost of CMC will be added for Ranking/Evaluation purpose.
- The uptime warranty will be 98 % on 24 (hrs) X 7 (days) X 365 (days) basis or as stated in Technical Specification of the TE document.
- All software updates should be provided free of cost during CMC period.
- The stipulations in Technical Specification will supersede above provisions
- The supplier shall keep sufficient stock of spares required during Annual Comprehensive Maintenance Contract period. In case the spares are required to be imported, it would be the responsibility of the supplier to import and get them custom cleared and pay all necessary duties.

9. During maintenance & warranty period the bidder's technical representative, shall attend to the machine /equipment within 48 hours and ensure uptime on immediate basis and shall ensure presence at NEIGRIHMS for 24 hours, after uptime is ensured.

Place: _____

Signature of Tenderer

Date: _____

Name

Business
address _____

Seal of the
Tenderer _____

NEIGRIHMS

TENDER FORM

Date _____

To

(Complete address of the purchaser)

Ref. Your TE document No. _____ dated _____

We, the undersigned have examined the above mentioned TE document, including amendment/corrigendum No. _____, dated _____ (*if any*), the receipt of which is hereby confirmed. We now offer to supply and deliver _____ (*Description of goods and services*) in conformity with your above referred document for the sum indicated in the price bid, attached herewith and made part of this tender.

If our tender is accepted, we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the List of Requirements.

We further confirm that, if our tender is accepted, we shall provide you with a performance security of required amount in an acceptable form in terms of GCC clause 5, read with modification, if any, in Section - V – “Special Conditions of Contract”, for due performance of the contract.

We agree to keep our tender valid for acceptance as required in the GIT clause 20, read with modification, if any in Section - III – “Special Instructions to Tenderers” or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this tender up to the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Govt. Authorities.

We confirm that we fully agree to the terms and conditions specified in above mentioned TE document, including amendment/ corrigendum if any

(Signature with date)

(Name and designation)

Duly authorised to sign tender for and on behalf of

Check List of Certificates/Documents required to be submitted along with the Techno Commercial Bid:

The tenderer are advised to submit the following certificates under the category of “**Vital documents**” invariably along-with Techno-Commercial Bid. If these documents are not submitted/ conditions not met, the quotation shall be summarily rejected and no further correspondence, in this regard, shall be entertained.

- Violation of two-bid system, Part-I.
- Earnest Money Deposit (EMD)
- GST registration certificate and trading license on award of contract
- Experience Certificate, Manufacturer’s Authorisation
- Fall clause declaration
- Performance Statement, Turnover /Financial Statement
- Non-Black Listing /CBI declaration
- Detailed brochure showing specification details for technical evaluation by the technical committee

SCOPE OF WORK / ELIGIBILITY / TERMS AND CONDITIONS OF THE TENDER

NEIGRIHMS requires reputed, well established and financially sound companies / firms / agencies to supply their services of Comprehensive Annual Maintenance Contract for the existing CCTV Cameras and its Peripherals installed at various locations in the Institute as per the list and specifications of items declared in Section VII.

- The firm will provide all spare parts/cable/material etc. for the cameras during the contract period and no extra payment will be made for change/replacement of the same. It shall be the responsibility of the firm to maintain all the CCTV cameras and its Peripherals in good working order and take prompt action to rectify any problems during the contract period.
- The vendor will be required to make liaison with the original Equipment Manufacturer (O.E.M.) for maintenance of these CCTV cameras and its peripherals.
- The bidders should have at least three years' work experience of having similar work in Govt. Offices and should submit the supporting documents including performance certificates to this effect. The tenderer is also required to submit proof in respect of being "Authorized Service Provider" of similar electronic products as that of CCTVs and its peripherals and sufficient expertise in carrying out the maintenance of CCTVs.
- Further, the service provider shall use only certified products/parts for the Annual Maintenance Contract. He should also have a regular work place along with technically qualified engineers with the required resources and infrastructure shall provide the requisite materials and services. Moreover, the CCTV repairs personnel should have functional telephone/mobile phone facility for easy accessibility.
- The service provider should be able to undertake minor repairs/repair/**replacement** of defective parts with the parts of *equivalent* or higher specification. They are required to be able to help in relocation of security cameras and time to time checking of proper connectivity of surveillance systems.
- The CCTV systems shall be covered under AMC comprehensive and the facility management service provider person shall co-ordinate with OEM/AMC provider as per requirements.
- The AMC provider shall also be able to clean all hardware using suitable cleaning material and supportive equipment. It should also be able to do proper network cabling/wires and resolve the issues with respect to faulty connections. The service provider shall ensure the proper working of recording of the video obtained from the CCTV cameras and its peripherals and necessary backup has to be taken in the form of DVD/CD in the regular interval **as instructed** and may be required to install antivirus software or any other software as per requirement. In case the location of the CCTV has to be changed, the same has to be undertaken by the service provider as a part of their service.
- All spare parts and accessories including all tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor.
- However, the number of CCTV cameras may increase or decrease as per the requirement of NEIGRIHMS at any time during the currency of the contract for which services will be provided per item by the selected company / firm / agency.
- The contract will be initially for a period of one year from the date of award of contract. The contract may be considered for renewal on yearly basis to a maximum period of 5 years subject to satisfactory performance of the firm to be evaluated on yearly basis by the competent authority.
- The contract may be curtailed / terminated at any stage without giving any notice or assigning any reason or as per the requirement of NEIGRIHMS. For such termination, one-week notice will be given to the selected service provider.
- Selected company / firm / agency will provide skilled / technically qualified engineer and essentially well trained in servicing of CCTV cameras and its peripherals as per the NEIGRIHMS requirement.
- Bidders who intend to participate/quote for the CMC may contact the security officer for inspecting the existing CCTV system in the campus during office hours before quoting if desired.
- **In case the contractor fails to maintain the CCTV Camera in time and in attending the related complaints within 24 hours, the institute authority shall have the right to get the CCTV Cameras repaired in any way and the cost of repair will be deducted from the bills of the contractor.**
- **The payment of CMC shall be made half yearly. The bills should be submitted along with service and satisfactory working report.**

- **Proper record of servicing and repair etc. of the breakdown/ maintenance should be kept with the security section.**
- The new cameras if required to be procured in addition to the existing 11 cameras, will be covered with 1 year onsite comprehensive warranty and will also be covered in the CMC contract of the whole system for the next 4 years.
- It is vendor's responsibility to keep the system in good working condition with minimum down time. Down Time should not be more than 30 minutes per camera per day at an average throughout the warranty period.. The system should be up for more than 98% in a Quarter. c. Uptime for a quarter is calculated as under: • 24 Hrs X 90 days (in a quarter) = 2160 Hours.

NEIGRIFHMS

Technical Specifications of the existing CCTV system (IP) required for Comprehensive Maintenance for a period of five years:

A. High Definition IP Surveillance CCTV system for NEIGRIHMS: Day & Night

Sl. No.	Specification	Brand/Model Certifications	Quantity
1	<ul style="list-style-type: none"> • Outdoor HD Camera with IR • CS Mount Fixed Network Camera, • Day/Night (Dual Codec) H.264, MPEG-4, minimum. • High Definition 720p resolution; • Max. 1.3M (1280 x 1024) resolution. • Built-IN IR Illuminators for viewing up to 49 ft • IP66 Rated Housing enclosure • Electronic pan/tilt/zoom or e-PTZ; • Intelligent Motion Detection capability that supports Intelligent Video Analytic functions. • Auto-iris type vari-focal lens 3-8mm with 4X digital zoom capability. • Separate UPS back up. • Wireless LAN connection. <p>(Cameras for MAIN Gate)</p>	Godrej 200IRD	02 nos
2	<ul style="list-style-type: none"> • Outdoor HD Camera • CS Mount Fixed Network Camera, • Day/Night (Dual Codec) H.264, MPEG-4, minimum. • High Definition 720p resolution; • Max. 1.3M (1280 x 1024) resolution. • IP66 Rated Housing enclosure • PoE (Power over Ethernet). • Electronic pan/tilt/zoom or e-PTZ; • Intelligent Motion Detection capability that supports Intelligent Video Analytic functions. • Auto-iris type vari-focal lens 3-8mm with 4X digital zoom capability. • Powered by centralized UPS. <p>(Cameras for Outside OPD & Casualty)</p>	Godrej 200IRB	02 nos
3	<ul style="list-style-type: none"> • PTZ Dome Camera Indoor • DI High Resolution Pan/Tilt Zoom Camera, utilizing a 1/4 type interline transfer CCD. • The camera shall utilize MPEG-4 and H.264 compression. • Minimum illumination shall be 0.71 lux in color and 0.06 lux in monochrome. • 360 Degree PAN 120 Degree TILT • 15x Optical zoom and 10x Digital zoom with 5-50mm min. • The camera shall be day/night capable. • Built-in motion detection capabilities. • Supporting up to 5 users simultaneously over the network. • The Camera shall have Built-In PTZ mechanism embedded inside. • <u>The camera shall incorporate a built-in Intelligent Motion Detection and supports Intelligent Video Analytic functions.</u> • Separate UPS back up. <p>(Cameras inside OPD Area)</p>	Godrej 100PT27: 15x Indoor PTZ camera	01 no

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4	<ul style="list-style-type: none"> • <u>Fixed Dome HD Camera Indoor</u> • Max. 1.3M (1280 x 1024) resolution • 16 : 9 HD (720p) resolution support • Max. 30fps at HD (720p) resolution (22fps at 1.3M (SXGA)) • Progressive scan • True Day & Night (ICR) • H.264, MPEG-4 dual codec minimum• Multiple streaming simultaneously • Intelligent video analytics • PoE (Power over Ethernet) • Real-time high resolution images at 30(25)fps. • Auto-iris type vari-focal lens 3-8mm <p align="center">(Inside Casualty)</p>	Godrej 100MPD indoor dome camera	02 nos
5	<ul style="list-style-type: none"> • <u>Fixed Dome HD Camera Indoor</u> • Max. 1.3M (1280 x 1024) resolution • 16 : 9 HD (720p) resolution support • Max. 30fps at HD (720p) resolution (22fps at 1.3M (SXGA)) • Progressive scan • True Day & Night (ICR) • H.264, MPEG-4 dual codec minimum• Multiple streaming simultaneously • Intelligent video analytics • PoE (Power over Ethernet) • Real-time high resolution images at 30(25)fps. • Fixed camera focal lens 3mm <p>(Cameras for Director's Block lobby)</p>	Godrej 100MPD indoor dome camera	04 nos

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Annexure: B

Technical Specifications:

B. Technical Specifications of new Cameras and other accessories:-

Sl. No.	Technical Specification	Quantity
1.	<p>PTZ outdoor Camera with IP66 housing.</p> <ul style="list-style-type: none"> • 35 optical zoom H.264 compression network PTZ cameras complete with weatherproof housing. • H.264, MPEG-4 & MJPEG multiple encoding • Real-time 30(25)fps at high resolution (4CIF) • Built-in weatherproof housing (IP66) • Integrated IR cut-filter (ICR) and Wide Dynamic Range (WDR) • SD/SDHC memory card slot for on-board alarm/event recording • Panning / Tilting: 0 ~ 360° (Endless) / 190° (-5° ~ 185°). • Intelligent Motion Detection capability that supports Intelligent Video Analytic functions 	1 no
2.	<ul style="list-style-type: none"> • Fixed Dome HD Camera Indoor • Max. 1.3M (1280 x 1024) resolution • 16 : 9 HD (720p) resolution support • Max. 30fps at HD (720p) resolution (22fps at 1.3M (SXGA)) • Progressive scan • True Day & Night (ICR) • H.264, MPEG-4 dual codec minimum • Multiple streaming simultaneously • Intelligent video analytics • PoE (Power over Ethernet) • Real-time highresolution images at 30(25)fps. • Auto-iris type vari-focal lens 3-8mm 	1 no

Technical Specifications:

Technical Specification of Video Management Software License:-

Sl. No.	Technical Specification	Brand/ Certifications	Quantity
1.	<p>1. Open Platform The software should support multiple major brand network cameras.</p> <p>2. Automatic Camera Registration The software should instantly recognize the IP addresses of the connected cameras and register them automatically. The software should able to support High Definition (HD) network cameras.</p> <p>3. Customized Layouts with view of multiple cameras in a Single Screen.</p> <p>4. Drag and Drop Operation All the cameras should form in a tree configuration and viewing live images from a camera can be done simply by Drag and Drop of a camera icon onto a monitor frame.</p> <p>5. Automatic Schedule Recording Dialog There should be option for input of the recording duration and the software should automatically check the HDD storage area and set the best frame rate for recording.</p> <p>6. Intelligent Motion Detection Function The Intelligent Surveillance System must be able to support video motion</p>		

<p>detection algorithms, which can be executed by the video streamer. The enabling of Video Motion Detection shall support :</p> <ul style="list-style-type: none"> • on a continuous basis • scheduled for particular times, dates, days, months etc., • detect moving objects. <p>7. User Friendly layout Switching The user should able to switch from the multiple camera layout to a single camera window by simply double-clicking the camera window which is wanted to be viewed.</p> <p>8. “Hot Spot” Monitoring and Dual Monitoring Capability A specific window in multi-camera layout (i.e. a larger window within the multi-camera window), can be assigned as the “Hot Spot” area, for a single screen view on to a second monitor to display an image of interest.</p> <p>9. Manual/Scheduled/Alarm Recording</p> <ul style="list-style-type: none"> • Manual - The system shall support the ability to provide manually controlled recording for any camera(s) managed by the system. • Scheduled - Scheduled recording should allow video to be recorded between start and stop times on defined days. For each scheduled recording the user shall be able to configure Start Time, Stop Time, Retention period before the recording will be deleted and recurrence. There shall be multiple schedules per camera. • Alarm – Should be capable of generating an alarm. <p>10. Playback While Recording Recording and playback should be able to perform simultaneously with the software. Not only can previously recorded images be viewed, but images that are currently being recorded can also be viewed while recording and it should also support Simultaneous Playback of Multiple Cameras.</p> <p>11. Camera Pan/Tilt/Zoom Control</p> <p>12. Audio Support The software should support bi-directional audio. When used with network cameras configured with a microphone, the software can accept and process incoming audio also when the camera is configured with speakers, the software can be used to make live announcements at the camera site.</p> <p>13. Intelligent Video Analytics The Intelligent Video Analytics System shall be capable of detecting the following events:</p> <ul style="list-style-type: none"> • Person entered the gate • Person exited the gate • Person counted as entering • Person counted as exiting • Car entered the gate • Car exited the gate • Car counted as entering • Car counted as exiting <p>14. Intelligent Video Motion Filter Alarm The Intelligent Video Motion Filter shall be capable of generating Alarm for the following events:</p> <ul style="list-style-type: none"> • Person loitering in restricted area • Person trespassing—tripwire • Car parked in restricted area <p>15. The software should able to give access to 10 nos. client software as remote PC interrogator.</p> <p>16. The software should support Post Recording zoom facilities.</p>		<p>(a) 16 licenses (b) 32 licenses (c) Unlimited.</p> <p><u>To be quoted separately</u></p> <p><u>For the purpose of evaluation 1 unit of each will be taken</u></p>
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Network Video Recorder Server:-

Technical Specifications:

Sl. No.	Description	Brand/ Certifications/ Model	Quantity
1.	Quad-Core Intel Xeon Processor 2 GHz or better	HP	1 no
2.	4MB (2 x 2MB) Level 2 cache		
3.	4 GB Fully Buffered DIMMs (DDR3) with Advanced ECC, mirrored and online spare memory capabilities		
4.	Embedded Dual Multifunction Gigabit NICs		
5.	SAS Smart Array Controller with 256MB cache (RAID 5).		
6.	Hot Plug Fully Redundant Fans Standard. HDD capacity will be 4 TB. The HDD should be RAID 5. (Upgradable capacity)		
7.	4TB SAS, HDD 15rpm with redundant Power supply.		
8.	Licensed Operating system Window 7professional / Window OS compatible with Video recording and Analytics software and <u>Anti virus software should be quoted with the server separately.</u>		
9.	NVIDA Qaudro FX 440 or equivalent Graphics card for supporting high resolution images		

Monitor:-

Technical Specifications:

Sl. No.	Description	Brand/ Certifications Model	Quantity
	<p><u>32" (Inch) Colour and 46" separately.</u></p> <ul style="list-style-type: none"> • Full HD, Support up to 1920x1080 resolution • High contrast ratio : 10,000:1 Minimum • Fast response time 8ms • 178 degree horizontal and vertical viewing angle • • HDMI, DVI, RGB and composite inputs • Built-in Speaker • Extended video wall format 		<p><u>For the purpose of evaluation 1 unit of each will be taken.</u></p>

Online UPS (Optional)

Technical Specifications:

Sl. No.	Description	Brand/ Certifications Model	Quantity
1.	<p>a. UPS shall be free from workmanship defects, sharp edges, nicks, scratches, burs, etc. All fasteners shall be fixed properly. The equipment shall be complete with all parts and all parts shall be functional.</p> <p>b. UPS Enclosure's Degree of Protection IP2L1 as per appendix C of IS13947 (part1)/1993 (reaffirmed 2004).</p> <p>c. By-pass facility shall be provided for maintenance of UPS.</p> <p>d. UPS shall supply output power and charging current at the same time.</p> <p>e. Switching device shall be MOSFET or IGBT and the same shall be confirming in the</p>		

offer.

f. Switching frequency shall be above 10 KHz and shall be declared in the offer.

g. KW rating of the UPS shall be 0.70 times the KVA rating.

2. Input (as applicable)

a. 160V-260V, 50 +/-3% Hz single phase AC or

b. 300V-450V, 50 +/-3%Hz three phase AC

3. Output (as applicable)

a. 230V +/-1% (with alternative setting for 220V +/-1%) 50 +/-0.5Hz, single phase.

b. 400V +/-1% (with alternative setting for 380V +/-1%) 50 +/-0.5Hz three phase.

Voltage regulation from no load to full load shall be within +/-1% in both the cases.

UPS shall also have facility for operation in synchronous mode in which output frequency shall be same as that of mains frequency.

4. Total harmonics distortion at output: 2% maximum for UPS up to 5KVA and 3% maximum for UPS above 5 KVA on resistive load. If total input harmonics are less than or equal to 10%.

5. Efficiency (at rated output KVA Rating, rated Pf ,rated voltage and frequency)

a. Overall efficiency (minimum) : 90%

6. UPS power factor at rated load: better than 0.9 lagging at input side.

7. Over load: UPS shall withstand 20% overload for 10 minutes and 50% over load for one minute.

8. Protections :

Following protection shall be provided in UPS:

a. Over voltage, short circuit, and overload at UPS output terminal.

b. Under voltage at battery terminal.

c. Over shoot and under shoot shall not be greater than 4% of rated voltage for duration of 40m sec. (maximum)

9. Indicators and meters

a. Following indicators shall be provided:-

ANNEXURE

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(i) Mains presence.

(ii) Battery charging and discharging

(iii) Output overload

(iv) Low battery voltage.

b. Digital meter shall be provided for monitoring the following parameters in UPS (not applicable for rack mounting):

(i) Input AC voltage.

(ii) Output AC Voltage, current and frequency

(iii) Battery voltage and current.

10. Battery bank:

a. UPS shall be supplied with SMF VRLA battery only.

b. Tenderers shall declare battery AH capacity, battery voltage, number of batteries of each rating, make and model of batteries offered with each item of UPS.

c. Batteries for UPS shall be of the following makes:-

Exide, Panasonic, Amar Raja, Global, Rocket, Base, Okaya. CSB, RITAR make or DGS&D registered batteries or any other make duly type tested to JISC 8702 from government lab.

d. The UPS shall be complete with Trolley for battery bank and the firms shall also connect the batteries with UPS and commission the same.

e. Minimum VAH rating of battery bank for different duration of back up time shall be as detailed below:

UPS rating	Min.VAH back up	Min. VAH back up	in KVA back up	30minute back up	60 minute back up
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0.5 KVA		400	800		
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1 KVA	800	1600			
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2 KVA	1600		3200		
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.5 KVA

1 KVA

2 KVA

To be quoted separately including batteries. Backup for 1 hours.

For the purpose of evaluation

1 unit of each will be taken.

Networking Components for Surveillance System:-

Technical Specifications:

Sl. No.	Description	Brand/Certifications Model	Quantity
	Wireless Access Point, (Point-to-Point for Main Gate & Administrative Block)	Motorola	
	PoE Switch 8 port		
	PoE Switch 12 port PoE + 12 Port Normal		
	Network Cable CAT6 with suitable conduit (per Metre - to be calculated as actual)		
	Casing for indoor/outdoor cabling, racks and all other accessories related to networking.		
	Laying Charges & Installation.		
	Any other item required not mentioned above.		

Additional Requirement:

- Cost of all accessories, spares, cables, etc should be offered by the bidder and the rates should be valid for a period of ten years. All bidders have to compulsorily declare the list with item wise cost of accessories and consumables not covered exclusively with the warranty and CMC of the offered system. The declaration of all accessories /consumables need to be detailed and shall be treated as per condition of contract and should be given in Section XI (B) Price Schedule.
- Bidder should give a written declaration that no other accessories /spares are required for the offered system apart from the quoted items /list.

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