

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	27-10-2025 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	27-10-2025 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Health And Family Welfare
विभाग का नाम/Department Name	Department Of Health And Family Welfare
संगठन का नाम/Organisation Name	North Eastern Indira Gandhi Regional Institute Of Health And Medical Sciences (neigrihms)
कार्यालय का नाम/Office Name	Neigrihms, Shillong
कुल मात्रा/Total Quantity	1
वस्तु श्रेणी /Item Category	SITC of Video Management Software (VMS) based IP Surveillance system
GeMARPTS में खोजी गई स्ट्रिंग्स / Searched Strings used in GeMARPTS	SITC of Video Management Software (VMS) based IP Surveillance system
GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS	Video Management System Software
अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification	<ul style="list-style-type: none"> • Cables suitable for CCTV System (Accessories) • Video Management System Software • Camera for CCTV System (V3)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	189 Lakh (s)
मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)/OEM Average Turnover (Last 3 Years)	189 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Exemption for Turnover	Yes Partial Turn over value - 142 (in lakhs)
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Exemption for Turnover	Yes Partial Turn over value - 142 (in lakhs)

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC),Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	2
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	10
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
विगत प्रदर्शन /Past Performance	30 %
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
व्यापक रखरखाव शुल्क आवश्यक / Comprehensive Maintenance Charges Required	Yes
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	7 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
वित्तीय दस्तावेज की आवश्यकता है / Financial Document Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	Bank Of Baroda
ईएमडी राशि/EMD Amount	1260000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	Bank Of Baroda
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	38

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

DEPUTY DIRECTOR (ADMN)

Neigrihms, Shillong, Department of Health and Family Welfare, North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences (NEIGRIHMS), Ministry of Health and Family Welfare
(Emd And Security Account)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई खरीद वरीयता/MII Purchase Preference

एमआईआई खरीद वरीयता/MII Purchase Preference	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st

March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

5. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

6. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

7. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

8. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 30% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Break up cost - [1758810123.xlsx](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
03-10-2025 16:00:00	Online on GeM portal and E-Procurement Cell , Ground Floor, Director block, NEIGRIHMS Shillong-793018 Tel:0364-2538032 at 1600 hrs on 3.10.2025.

SITC Of Video Management Software (VMS) Based IP Surveillance System (1 set)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 35% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

क्रेता विशिष्टि दस्तावेज़ /Buyer Specification Document	Download
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व्यापक रखरखाव / Comprehensive Maintenance	
Warranty of required product	3 Year
Comprehensive Maintenance Duration (Post Warranty)	4 Year

*Warranty displayed under the AMC/CMC Details section will supersede the warranty displayed under the catalog specification

उपरोक्त मद के लिए इंस्टॉलेशन कमीशनिंग एंड टेस्टिंग (आईसीटी) का विवरण / Installation Commissioning and Testing (ICT) details for the above item:

% of Product Cost Payable on Product Delivery	80%
Min Cost Allocation for ICT as a % of product cost	20%
Number of days allowed for ICT after site readiness communication to seller	60 Days

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Harendra Dey	793018,P.O. NEIGRIHMS, Mawdiangdiang, Shillong	1	180

Buyer added Bid Specific Additional Scope of Work

क्र.सं./S.N o.	Document Title	Description	रिवर्स प्रभार के अनुसार जीएसटी/Applicable i.r.o. Items
1	Work details View	CCTV	SITC Of Video Management Software (VMS) Based IP Surveillance System(1)

The uploaded document only contains Buyer specific Additional Scope of Work and / or Drawings for the bid items added with due approval of Buyer's competent authority. Buyer has certified that these additional scope and drawings are generalized and would not lead to any restrictive bidding.

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Make in india specific authorisation certificate needs to be enclosed.
2. **Generic**

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

3. **Generic**

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

4. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

5. **Generic**

Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

6. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

7. **Turnover**

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

8. **Turnover**

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the

OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

9. Warranty

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

10. Warranty

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

11. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

12. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

13. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

14. Generic

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 7 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

15. Generic

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

16. Certificates

The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

17. Certificates

To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid):

Cyber Security: CCTV systems must comply with MEITY ERs -Gazette of India, Part II, Section 3(ii), 7th March 2024, Sr. No. 1062, PPO). STQC -listed at <http://stqc.gov.in/iot-system-certification-scheme-iots-cs-0>. Bidders must submit valid IoTSCS certificates and OEM details with the bid, valid throughout the contract. Non-compliance leads to disqualification. The Procuring Entity may verify with STQC-Meity. MEITY updates (deadline: 9th April 2025, per 22nd October 2024 notification)

18. Past Project Experience

The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:

- (i) Single order of at least 35% of estimated bid value; or
- (ii) Two orders of at least 20% each of estimated bid value; or
- (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

19. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

NEIGRIHMS EMD SECURITY DEPOSITS

Account No.

30270200000027

IFSC Code

BARB0MAWDIA

Bank Name

BANK OF BARODA

Branch address

MAWDIANGDIANG, SHILLONG-793018, MEGHALAYA

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

20. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

NEIGRIHMS EMD SECURITY DEPOSITS

payable at

shillong

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

21. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Name of Work: Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP Surveillance system along with all the hardware, VMS software & associated cabling at NEIGRIHMS and integration with existing system.

Important bidding conditions:: Bidder has to upload only scanned copy of documents e-signed /digitally signed, along with bid and has to only ensure delivery of hardcopy of EMD, as per GeM conditions. However, Bidders need to produce original copies, only in case of need of verification by the respective committee, as required.

Eligibility Criteria:

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1. The Bidder must be the sole Bidder (i.e. Company/Society/Trust/ Partnership Firm/ LLP/Proprietorship).

2. The Bidder should be other than consortium of Companies. It should be any registered entity such as (i) Company registered under Companies Act, 1956/2013 or an equivalent law outside India; or (ii) Society registered under Societies Registration Act, 1860 or equivalent law applicable in any State of India; or (iii) Trust formed according to the provisions of Indian Trust Act, 1882 or (iv) equivalent law applicable in any State of India or Partnership firm or LLP (v) Proprietorship firm registered with any government entity.

3. The bidder shall not have a conflict of interest that affects the bidding process. Any bidder found to have a Conflict of Interest shall be disqualified. Bidder shall be deemed to have a Conflict of Interest affecting the Bidding process, if:

(a) Constituent of Bidder is also a constituent of another applicant/Bidder; or

(b) Such Bidder thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder; or

(c) Such Bidder has the same legal representative for purposes of this Bid as any other applicant/Bidder; or

(d) Such Bidder has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or

(e) Such Bidder has participated as a consultant to the Authority in the preparation of any documents, design or technical specifications of the Project.

4. The bidder shall be liable for disqualification and forfeiture of Bid Security if any legal, financial or technical adviser of the Authority in relation to the Project is engaged by the Bidder, in any manner for matters related to or incidental to the Project. For the avoidance of doubt, this disqualification shall not apply where such adviser was engaged by the e-Bidder, in the past but its assignment expired or was terminated 12 (twelve) months prior to the date of issue of this GeM Tender Document. Nor shall this disqualification apply where such adviser is engaged after a period of 5 (five) years from the date of commercial operation of the Project.

5. To be eligible for Bidding and award of Contract under this GeM Tender Document, Bidder shall fulfill following conditions of eligibility and submit the proofs as specified for each condition of eligibility.

6. Unconditional Acceptance Letter: As per annexure III

Serial No:	Eligibility Criteria for Bidders	Relevant Documents to be submitted.
1	<p>In case of sole Bid, the Bidder:</p> <p>a. Should be a registered legal entity such as:</p> <p>(i) Company registered under Companies Act, 1956/2013 or an equivalent law outside India; or</p> <p>(ii) Society registered under Societies Registration Act, 1860 or equivalent law applicable in any State of India; or</p> <p>(iii) Trust formed according to the provisions of Indian Trust Act, 1882 or equivalent law applicable in any State of India.</p> <p>(iv) LLP</p>	<p>In case of sole Bids, the Bidder shall submit :</p> <p>a. Company or Society or Trust or LLP or Partnership or Proprietorship firm registration certificate.</p> <p>b. Copy of the PAN CARD of the Proprietor/Partnership firm/LLP/ Company/Trust/Society.</p> <p>c. GST Registration certificate.</p>

	<p>Firm registered by MCA.</p> <p>(v) Partnership firm registered under partnership act.</p> <p>Proprietorship firm registered with any government entity.</p>	
2	<p>The technical requirement of the e-Bidder should be as given below:</p> <p>a. The Bidder must have similar experience in Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cabling in Central/State Govt. Organization/ PSU/ Industrial Unit/ Central/State Govt. hospital.</p>	<p>Copies of work award letters along with completion certificate, extension letters (if any), similar work orders/ Agreements for the Contracts executed in past 5 years in support of the experience to be submitted as per in Annexure II.</p> <p>a. Similar work order one order 35% of the total estimated bid value or,</p> <p>b. Two orders 20% of total estimated bid value or,</p> <p>c. Three orders 15% total estimated bid value</p>

3	<p>The financial capability: -</p> <p>The Bidder must have minimum average annual turnover of INR 2,00,00,000.00 (Rupees Two Crores only) for last three (03) consecutive years (2024- 25 2023 - 24, 2022 - 23)</p>	<p>Audited Balance Sheet and Profit & Loss Statement / Declaration duly Certified by CA for last three (03) consecutive years (2024 - 25, 2023 - 24, 2022 - 23).</p>
4	<p>Other Relevant Documents</p>	<p>1. The Bidder will also have to make a presentation on detailed work plan as part of technical evaluation regarding the execution of work.</p> <p>2. Documents establishing good's conformity to Bidding document:</p> <p>2a. The Bidder shall provide in its Bid the required as well as the relevant documents like technical data, literature, drawings etc. to establish that the goods and services offered in the Bid fully conform to the goods and services specified in the Bidding Document. For this purpose, the Bidder shall also provide a clause by-clause commentary on the technical specifications and other technical details incorporated in the Bidding Document to establish technical responsiveness of the goods and services offered in its Bid.</p> <p>2b. In case there is any variation and/or deviation between the goods & services prescribed by that offered by the Bidder, the Bidder shall list out the same in a chart form without ambiguity and provide the same along with its Bid.</p> <p>2c. If Bidder furnishes wrong and/or misleading data, statement(s) etc. about technical acceptability of the goods and services offered by it, its Bid will be liable to be ignored and rejected in addition to</p>

other remedies available to the authority in this regard. If Bidder furnishes wrong and/or misleading data, statement(s) etc. about technical acceptability of the goods and services offered by it, its Bid will be liable to be ignored and rejected in addition to other remedies available to the authority in this regard.

2d. Self-attested copy of required certificate of experience in desired period as mentioned in Tender Notice.

1. Self-attested copy of proof relating to deposit of EMD.

2. Self-attested copy of MSME / Startup Certificate in case EMD Exemption is sought.

3. The Bidder should submit the Original Hard Copy of Manufacturer Authorization Form (MAF) in format given in Annexure- I of the quoted item (All Items) duly ink signed by the authorized signatory within 7 days from the date of submission of bid. Documentary evidence for tie-ups/ techno-commercial collaboration with subsystems/ peripheral manufacturers to be submitted. A Letter from each such subsystems/ peripheral manufacturer needs to be furnished ensuring the support for 5 years.

4. Bidders should provide an escalation matrix for their sales & support function. The vendor must have a strong (24X7) telephone/web-based customer care cell and complaint registration mechanism.

5	<p>Non-Blacklisted</p> <p>The Bidder should not have been barred or blacklisted by the Government of India, Government of Meghalaya or by any State Governments in India for breach of Contractual Conditions as on Bid submission date and should not be involved in any pending / ongoing CBI Litigations.</p> <p>Also, the Bidder should not have been convicted/charge-sheeted in any criminal case in respect to the nature of work involved in the Contract with any of the State Government or Union Government. The Bid may be rejected on submission of false affidavit.</p>	<p>The Bidder shall have to submit an affidavit as part of the Technical Bid (Annexure V).</p>
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6.	The quoted item must have warranty for 3 years and comprehensive support post warranty for additional 4 Years. The bidder must provide the supporting Ink Signed Manufacturer Authorization Form (MAF) in the format given in Annexure I.	Fill up Annexure 1.
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7	<p>The warranty period shall be taken into account from the date of completion of supply of products, it is successful installation/commissioning and acceptance by N EIGRIHMS, Shillong.</p> <p>During the warranty period, besides service/maintenance of Hardware, all spares for smooth functioning of the machinery shall also be provided at no extra cost.</p>	Acceptance Letter from bidder.
8	Duration for completion	The maximum period for delivery and installation of the item from the date of issuance of purchase order is 180 Days .
9	Deviation Statement	No Deviation statement to be submitted as per Annexure: X
10	Integrity Pact	Successful bidder should submit Integrity Pact as per Annexure: XI within 30 days of bid award.

11	Payment Terms	<p>Payment Terms:</p> <p>a. For Supply: 90% payment within 30 days from the date of receipt and acceptance of complete supply materials at site. The balance 10% amount on successful commissioning.</p> <p>Note: Balance 10% payment against material supply can also be claimed on submission of BG of equivalent amount if installation & commissioning is delayed due to non-availability of site clearance, by more than 12 months from the date of receipt and acceptance of last supply material. The validity of the said BG shall be valid till expiry of warranty period plus additional 3 months claim period.</p> <p>b. For Service: 100% after successful completion of installation & commissioning against submitted invoice along with supporting documents duly certified by NEIGRIHMS, Shillong.</p> <p>c. For Post warranty- CAMC: Pro rata on quarterly basis, against submitted RA bill invoices along with supporting documents duly certified by NEIGRIHMS, Shillong.</p>
12	Land Border Sharing	<p>Bidder shall supply the items as per the specification and requirements mentioned in the tender. However, Bidder shall note that CCTV system items (sensitive security items related to Surveillance/Networking etc.) of countries sharing land border with India shall not be acceptable and hence shall not be offered by bidders. This clause shall be applicable for the following items: CCTV Cameras, NVR, Networking items like switch, modules etc. any configuration software, VMS etc. Bidder to give a signed declaration in their letter head.</p> <p>Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority as per Gol Order No. F. No. 6/18/2019-PPD Dated 23.07.2020 & subsequent notification issued by Gol. Proforma to be submitted by the bidder for Self-Certification on Land Border Share as per Annexure VIII.</p>

13	Technical Compliance	Bidder mandatorily requires to submit "Certificate of Compliance" as per Technical Specification. This certificate need to be submitted by the respective OEM on their Letter Head and should be sealed and signed by the authorized signatory on behalf of the bidder and hard copy of the same need to be submitted within 7 days from the date of submission of bid. Non submission of the same may lead to disqualification for Techno- Commercial evaluation of the submitted bid.
14	Trade License	The qualified bidder must submit the KHADC License within 90 days from the date of award of contract.
15	Cyber Security	The regulatory Approvals /Certifications are to be provided from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of MEITY empaneled Information Security Auditing Organization for the Cameras quoted under this project.

16	Purchase Preference as per M II Clause	<p>The Bid is reserved to be procured from Class-I local supplier' or Class-II local supplier', as defined in the GoI Order No P-45021/2/2017-PP (BE-II) Dated 04.06.2020 & subsequent notification issued by GoI. Proforma for Self-Certification on Local Content as per Annexure IX to be uploaded along with the bid. Without this the Bid will be liable for rejection without asking for any clarification. As it's a turnkey project, the order shall be non-divisible in nature & Purchase Preference shall be given to Class-I local supplier over Class-II local supplier as per following procedure:-</p> <p>a. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contractor will be awarded to L1.</p> <p>b. b. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.</p> <p>c. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price; the contract may be awarded to the L1 bidder.</p> <p>The margin of Purchase preference shall be 20%.</p> <p>Any non-Local Supplier who is having Minimum Local Content (MLC), less than 20%, will not be eligible to participate in this bid.</p>
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- a. Bidder should upload duly signed stamped Undertaking Letter for GST Compliance as per Annexure IV.
- b. Bidder should deploy sufficient plant and machinery as per the requirement of work in consultation with the Project Manager/In Charge to achieve the milestones/targets and overall completion within the time period. The bidder shall submit a scanned copy of 'Self Declaration/ Undertaking' on Company's Letter head.
- c. Companies other than proprietorship firm shall submit, scanned copy of Authorization Letter/ Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & copy of Board Resolution regarding Authority to assign Power of Attorney as per Annexure VIII.
- d. The bidder shall be either original equipment manufacturer (OEM) or their authorized dealer/representative. In case of OEM, proof of being OEM shall be submitted. In case of authorized dealer/representative, bid specific authorization certificate issued for CCTV, Storage, VMS, Switches, Server, UPS & Passive components by respective OEMs are to be submitted. Ink signed copy to be submitted within 7 days from the date of submission of the bid without this the Bid will be liable for rejection without asking any clarification.
- e. The technical compliance of CCTV, Storage, VMS, Switches, Server, UPS & Passive Items to be given on OEMs letterhead duly ink signed and stamped by authorized signatory. Name, Designation & Phone number should be mentioned along with the signature. Hard copy of the same to be submitted within 7 days from the date of submission of the bid, failing this Bid will be liable for rejection without asking any clarification. The same declaration should be submitted in GeM.
- f. Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. NEIGRIHMS can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch in technical parameters found then bid will be liable for rejection.
- g. All types of Switches & SFP Modules should be from the single OEM for seamless integration.
- h. The bidder should have registered office with service center in eastern/northeastern region in India. Documentary evidence of registered office to be furnished for last 7 years.
- i. Camera OEM should have direct Presence & Manufacturing in India from last 7 years. (not as joint venture, partnership firms or through any association) and R&D unit registered with Department of Scientific and Industrial Research (DSIR) in India. OEM should submit Manufacturing and DSIR certificates.
- j. The Camera OEM should have their own service center and warehouse in India (Service Centre Trade License / GST Registration Certificate to be submitted).
- k. The Camera OEM or any of its divisions or group companies must never been banned, blacklisted or their procurement discontinued by any government/ PSU organizations in India in last 5 Years. A declaration to this effect shall be provided by the OEM on their letterhead. If any violation or false declaration is found, both the OEM and the Bidder will be blacklisted by the tendering authority.
- l. The camera OEM or any of its divisions or group companies must never been suspended or banned or blacklisted by ONVIF in last 5 Years **And OEM should be full member**. The OEM on their letterhead shall provide a declaration to this effect. If any violation or false declaration is found, the tendering authority will blacklist both the OEM and the Bidder.
- m. The cameras shall be manufactured by a firm/ OEM whose quality system is in compliance with the ISO 9001: 2015, ISO 14001-2015, ISO27001-2013 and ISO 45001-2018 Quality Systems, **ISO 20000, ISO 50001, ZED Gold, GDPR, CMMI-5**.
- n. Vendor need to provide Test Certificate as mentioned in the specification.
- o. The bidder shall attend at his own expense and get the defect/bugs removed in the systems as detected by NEIGRIHMS, Shillong during the period of warranty.
- p. Bidder shall supply the items as per the specification and requirements mentioned in the tender. However, Bidder shall note that CCTV system items (sensitive security items related to Surveillance/Networking etc.) of countries sharing land border with India shall not be acceptable and hence shall not be offered by bidders. This clause shall be applicable for the following items: CCTV Cam

eras, NVR, Networking items like switch, modules etc. any configuration software, VMS etc. Bidder to give a signed declaration in their letter head.

q. The technical specification and requirements of the main supply items are indicated in Annexure - IV of this tender. The bidder shall note that the tender specifications and quantities indicated are the minimum requirements only. Any other item (hardware, Software, or accessories) not specified in the tender but required for successful installation and commissioning of the supplied CCTV system in all respect shall be in bidder's scope. Bidder to note the same and quote accordingly.

r. Submission of Design document for approval before installation.

s. For any queries/clarification related to this bid, the bidder should raise their concerns only through GeM's representation window, any other means of communication apart from GeM's representation window will not be entertained.

t. EPBG for 5% will be applicable for the SITC works for a duration of 36 months. On successful completion of the EPBG of SITC, the bidder will be required to submit another EPBG of 5% (or prevailing rate as per government norms) which will be applicable for the Comprehensive AMC part for a duration of another 48 months.

u. **Benefits to micro & small enterprises (MSEs) & Startups:** As per Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012, exemption from payment of earnest money deposit (EMD) will be provided to registered MSEs bidders. The valid MSE certificate is to be uploaded by the bidder. As per Ministry of Finance O.M. dated 25th July, 2017, the Startups are exempt from submitting EMD.

v. The bidder should quote total Price of all the Items in the BOQ in the Price Part of "Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cablings and Integration with Existing System". The Bidder shall submit a self-declaration indicating that they have quoted for the entire scope of work as per BOQ items mentioned in the technical specification. Bidder shall not indicate any price part in Technical Document Portion. Bidder's indicating price part in any Technical Documents shall be liable to be rejected. Successful Bidder shall furnish the Price Break-up as per the BoQ's after the placement of Award.

w. The local content for the purpose of the tender shall be the aggregate of local contents of individual supply items as declared. In case the local content is not declared for any individual items, the local content for the same shall be considered as NIL.

x. **Cyber Security:** The regulatory Approvals /Certifications are to be provided from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of **MeitY** empaneled Information Security Auditing Organization for the Cameras quoted under this project.

y. Canvassing in any other form by the bidder or by any other agency on their behalf may lead to disqualification of their bid.

z. In case any of the document/information(s) furnished by a bidder are found to be false/forged, such bidder shall be kept in holiday list/ blacklist apart from other penal actions as deemed fit by NEIGRIHMS, Shillong.

aa. Repeat Order shall be acceptable to the vendor within 6 months from the date of the Basic Order at the same prices, terms & conditions as that in the Basic Order.

bb. All Annexures to be filled & signed.

cc. The bidder should have successfully executed one order in last 7 years of 100 camera installation in any Central Govt./PSU Hospital across India, documentary proof to be submitted.

ANNEXURE – I: MANUFACTURER’S AUTHORIZATION FORMAT

To

The Director NEIGRIHMS, Shillong

Dated.....

Subject: Manufacturer Authorization for Tender No _____.

Sir,

We, <Bidder/ Frontline OEM/SI> having our registered office at < Bidder/

Frontline OEM/SI address>, are an established manufacturer/Suppliers of < name of quoted item

>. We <Frontline **OEM/SI**> solely authorized <bidder’s name> to quote our product for above mentioned tender.

Our full support is extended in all respects for supply, warranty and maintenance of our products. We also ensure to provide service support for the supplied equipment for a period of 5 years from date of installation of the equipment as per tender terms. In case of any difficulties in logging complaint at bidder end, user will have option to log complaint at our call support center.

We also undertake that in case of default in execution of this tender by the

<Indicate names of all supporting OEM/SI >, the < Bidder/ Frontline OEM/SI >

will take all necessary steps for successful execution of this project as per tender requirements.

Thanking You

For < **Bidder/ Frontline OEM/SI**>

< (Authorized Signatory)> Name: Designation:

ANNEXURE – II: PROOF OF COMPLETION OF CCTV PROJECTS

To

The Director

NEIGRIHMS, Shillong

Dated.....

Subject: Proof of completion of Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cabling projects for Tender No.

Sir,

This is to confirm that, we.....firm/company have completed

_____ project worth for..... project in the financial year.

The details of the project have been furnished below:

Sl. No.	Project # <To be replicated for each project>	Details
1.	Name of Project	
2.	Name of Client	
3.	Name of client personnel involved	
4.	Phone number of client personnel	
5.	Email id of client personnel	
6.	Number of items supplied	
7.	Duration of the project	
8.	Years of execution of the project	
9.	Project Value	
10.	Remarks, (including shortcomings, if any.	

Thanking You

(Authorized Signatory with Seal) Name: Designation:

Annexure III: UNCONDITIONAL ACCEPTANCE LETTER

(On the letter head of the Firm)

To,

Subject: ACCEPTANCE OF NEIGRIHMS' TENDER CONDITIONS, Reg

Sir,

1 The Tender Document for the Work "Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cablings and Integration with Existing System" has been issued to me/us by NEIGRIHMS, Shillong and I / We hereby certify that I / We have inspected the site and read the entire Terms and Conditions of the Tender Document downloaded from the Government e-Marketplace Portal, which shall form part of the Contract Agreement and I / We shall abide by the Conditions / Clauses contained therein.

2 I / We hereby unconditionally accept(s) the tender conditions of NEIGRIHMS' tender documents in its entirety for the above work.

3 The contents of the clauses of the Tender Document have been noted and it is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to upload any additional file or any remarks/conditions (except unconditional rebate on quoted rates

if any) in the Tender Document and the same has been followed in the present case. In case this provision of the tender is found violated after opening of tender, I/We agree that the tender shall be rejected.

4 "That I / We declare that I / We have not paid and will not pay any bribe to any officer of NEIGRIHMS for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of NEIGRIHMS asks for bribe / gratification, I will immediately report it to the Appropriate Authority in NEIGRIHMS".

5 I/We hereby declare that myself or any of the Directors / Partners of this company / Firm is not a Director of any other company or partner of a concern or a sole proprietor having established business with NEIGRIHMS and has not outstanding dues payable to the Authority.

Sincerely Yours,

(Signature of the Tenderer with Company Seal)

Place: Date:

Annexure IV: GST UNDERTAKING

(On the letter head of the Firm)

This is regarding the work: Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cabling and Integration with Existing System.

I Mr./Mrs. _____ proprietor/partner/Director of M/s.

_____ do hereby undertake:

1. That, My/Our concern is registered under GST and compliance of GST provision.
2. That, In case of non-compliance of GST provisions and blockage of any input credit, I/our concern shall be responsible to indemnify NEIGRIHMS.
3. That, all input credits have been passed on to NEIGRIHMS by me/our concern.

(Signature of the Contractor with seal)

Date: Place:

Annexure V: UNDERTAKING REGARDING DEBARMENT / BLACKLISTING

(To be submitted on Company's letter head)

Name of work: Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cabling and Integration with Existing System.

I/We..... (name and post of authorized

signatory) on behalf of(Name of firm) do hereby solemnly affirm and declare as follows:

- i) Our firm is not restrained/ debarred/ blacklisted by NEIGRIHMS or Central / State Govt. Dept s./PSUs/World Bank/ADB etc. and the debarment is not in force as on last date of submission of proposal.
- ii) None of Proprietor /Partners /Board Members / Directors of M/s... (Name of firm) has remained Proprietor /Partner

/Board Member /Director in any firm which stands debarred /blacklisted by NEIGRIHMS or Central / State Govt. Depts. /PSUs /World Bank /ADB etc. and the debarment is not in force as on last date of submission of proposal.

iii) Our firm understands that at any stage, if above statements are found to be false, our firm shall be liable for debarment from bidding in NEIGRIHMS, apart from any other appropriate contractual legal action including debarment/ blacklisting, termination of the contract etc. as deemed fit.

[Signature and name of the authorized signatory of the firm]

Date: Place:

Annexure VI: POWER OF ATTORNEY FORMAT FOR THE AUTHORIZED PERSON(S)

(Bidder shall submit irrevocable power of attorney on a non-judicial stamp paper of Rs.100/- Signed by authorized signatory as per Memorandum of Articles authorizing the persons, who are Signing this bid on behalf of the company)

BY _____ THIS _____ POWER _____ OF _____ ATTORNEY _____ executed on _____ (Date) we _____ (Company Name) a Company incorporated under the Provisions of companies Act, 1956 having its Registered Office at _____

_____ (Company Address)(hereinafter referred to as the "Company") do hereby severally appoint, constitute and nominate

_____ (Name of Attorney) official(s) of the Company, so long as they are in the employment of the Company (hereinafter referred to as the "Attorneys") to sign agreement and documents with regard Bid No.

_____ (Tender ID) due on _____ (Last Date of Tender Submission) invited by NEIGRIHMS,

.....for "Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cabling and Integration with Existing System" and to do all other acts, deeds and things they said Attorneys may consider expedient to enforce and secure fulfilment of any such agreement in the name and on behalf of the Company AND THE COMPANY hereby agrees to ratify and confirm all acts, deeds and things they said Attorneys shall lawfully do by virtue of these authorities hereby conferred.

IN WITNESS WHEREOF, this deed has been signed and delivered on the day, month and year first above written by Mr. _____ (Name of the Person authorized by Board of Directors / Director's Name, as applicable) Authorized Signatory, duly authorized by the Board of Directors of the Company vide its resolution passed in this regard.

By order of the Board

For _____

(_____)

Authorized Signatory (Signature of the Person authorized by Board of Directors or Signature of Director, as applicable)

Witness:

1. (Signature of Witness 1)
2. (Signature of Witness 2)

Attorney Signature of Mr. _____

Attorney Signature of Mr. _____

(Attested by)

(_____) Authorized Signatory

Annexure VII: Self-Certification for Local Content

Name of the Work: Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cabling and Integration with Existing System.

I,

.....

..... hereby solemnly affirm and declare as under:

1. That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Order, 2017 (hereinafter PPP-MII order) of Government of India issued vide Notification No:P-45021/2/2017 - BE-II dated 15/06/2017, its revision dated 28/05/2018 and any subsequent modifications/Amendments, if any and

2. That the information furnished hereinafter is correct to the best of my knowledge and belief and I undertake to produce relevant records before the procuring entity/ NEIGRIHMS or any other Government authority for the purpose of assessing the local content of goods/services/works supplied by me for "SITC of CCTV System at NEIGRIHMS and Integration with Existing System"

3. That the local content for all inputs which constitute the said goods/services/works has been verified by me and I am responsible for the correctness of the claims made therein.

4. That the goods/services/works supplied by me for "" meets the 'Minimum Local Content 'as defined in the PPPMII order & the overall Local Content is

_____ %.

5. That the value addition for the purpose of meeting the 'Minimum Local Content 'has been ma

de at following location: -

S. No	Item Description	Location at which value addition has been made (Full Address)	Local Content %
1			
2			

6. I / We also understand that false declarations will be in breach of the Code of Integrity under Rule 175(1) (i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

7. I agree to keep the following information in the Company's record for a period of 10 years and shall make this available for verification to any statutory authority.

- i. Name and details of the Local Supplier (Registered Office, Manufacturing unit location, nature of legal entity).
- ii. Date on which this certificate is issued.
- iii. Goods/services/works for which the certificate is produced.
- iv. Procuring entity to whom the certificate is furnished.
- v. Percentage of local content claimed and whether it meets the Minimum Local Content prescribed.
- vi. Name and contact details of the unit of the Local Supplier (s).
- vii. Sale Price of the product.
- viii. Ex-Factory Price of the product.
- ix. Freight, insurance and handling.
- x. Total Bill of Material.
- xi. List and total cost value of input used to manufacture the Goods/to provide services/in construction of works.
- xii. List and total cost of input which are domestically sourced. Value addition certificates from suppliers, if the input is not in-house to be attached.

xiii. List and cost of inputs which are imported, directly or indirectly.

For and on behalf of (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)

<Inset Name, Designation & Contact No>

Annexure VIII: Land Border share Compliance Certificate

To,

Name of the Work: Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cabling and Integration with Existing System.

Subject: Land Border Share Compliance Certificate, reg.

Sir,

With reference to the aforementioned references, I would like to state that I have read the GoI OM . F.No 6/18/2019-PPD Dated 23.07.2020 clause regarding restrictions on procurement from a bidder of a country which shares a land border with India.

I certify that we are not from such a country or, if from such a country, has been registered with the Competent Authority. [Strike Out whichever is not applicable]"

I hereby certify that we fulfill all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]"

Yours faithfully,

Signature with Company stamp

Date: Place:

Annexure IX: BoQ / Financial Bid

Part - I			
Sl. No.	Description of Items	Qty	Unit
SITC Portion			
1	SITC of 4 Megapixel or higher Infrared Network Outdoor Pan, Tilt, Zoom Camera - As per Technical Specification	6	Nos

2	SITC of 2 Megapixel or higher Infrared Network Outdoor Varifocal Bullet Camera - As per Technical Specification	90	Nos
3	SITC of 2 Megapixel or higher Infrared Network Indoor Varifocal Dome Camera - As per Technical Specification	261	Nos
4	SITC of Hardware Server for Video Management Software (3 nos. in Active-Active & 1 no. in Passive (Failover)) - As per Technical Specification	4	Nos
5	SITC of Video Management Software, VMS License & Failover VMS License For 435 Cameras - As per Technical Specification	1	Nos
6	SITC of Hardware Storage for 60 days Recording - As per Technical Specification	1	Nos
7	SITC of Client Workstation for Control & Live View at Control Room & Remote Site - As per Technical Specification	5	Nos
8	SITC of IP Based 8 Port KVM Switch with LCD Console - As per Technical Specification	1	Nos
9	SITC of 55" Display Unit for Client Workstation - As per Technical Specification	3	Nos

10	SITC of 3x2 49" Thin Bezel Video Wall with All Required Accessories - As per Technical Specification	1	Nos
11	SITC of Layer2 24 Port Gigabit PoE+ with 2x1/10G SFP+ Switch - As per Technical Specification	9	Nos
12	SITC of Layer2 24 Port Gigabit PoE+ with 4x1/10G SFP+ Switch - As per Technical Specification	4	Nos
13	SITC of Layer2 8 Port Gigabit PoE+ with 2x1G SFP Switch - As per Technical Specification	60	Nos
14	SITC of 4 Port Gigabit PoE with 2x1G SFP Industrial Grade Switch - As per Technical Specification	715	Nos
15	SITC of 6 Core Single Mode Armoured Optical Fiber Cable - As per Technical Specification	109200	Mtr
16	SITC of 24 Port Fiber Patch Panel (LIU) - As per Technical Specification	6	Nos
17	SITC of 12 Port Fiber Patch Panel (LIU) - As per Technical Specification	78	Nos
18	SITC of Optical Fiber Patch Cord - As per Technical Specification	180	Nos

19	SITC of Cat6 4 Pair Unshielded Twisted Pair Cable - LSZH (Indoor Purpose) - As per Technical Specification	46	Box
20	SITC of Cat6 4 Pair Shielded Twisted Pair Cable - LSZH (Outdoor Purpose) - As per Technical Specification	8	Box
21	SITC of Cat6 24 Port UTP Patch Panel - As per Technical Specification	70	Nos
22	SITC of Cat6 UTP Patch Cord - 1 Mtr - As per Technical Specification	310	Nos
23	SITC of 42U Floor Mount Server Rack at Control Room - As per Technical Specification	2	Nos
24	SITC of 12U Wall Mount Network Rack - As per Technical Specification	26	Nos
25	SITC of 6U Wall Mount Network Rack - As per Technical Specification	21	Nos
26	SITC of 6U Pole Mount Rack (Outdoor Purpose) - As per Technical Specification	17	Nos
27	SITC of 20KVA Online N+1 UPS with SMF batteries, 30 Min Backup with each UPS on full load (2 Nos UPS with Batteries = 1 Set) - As per Technical Specification	1	Set

28	SITC of 6 KVA Online UPS with SMF batteries, 30 Min Backup - As per Technical Specification	3	Set
29	SITC of 3 Core 2.5MM Electrical Cable - As per Technical Specification	7500	Mtr
30	SITC of 63Amp MCB with DB Box for UPS End - As per Technical Specification	16	Nos
31	SITC of 16Amp MCB with DB Box for Rack End - As per Technical Specification	65	Nos
32	SITC of 25MM MS Conduit - As per Technical Specification	6200	Mtr
33	SITC of 6 Mtr. GI Pole - As per Technical Specification	26	Nos
34	SITC of Lightning Arrestor - As per Technical Specification	26	Nos

Part - II			
Sl. No.	Description of Items	Qty	UoM
Comprehensive Annual Maintenance Contract (CAMC) of CCTV System After 3 Years of Warranty Period			
1	Providing All Inclusive comprehensive maintenance contract for the whole CCTV System after Defect Liability Period/Warranty of 3 years		
(a)	Year 1- after completion of Warranty of 3 years	1	Job

(b)	Year 2- after completion of Warranty of 3 years	1	Job
(c)	Year 3- after completion of Warranty of 3 years	1	Job
(d)	Year 4- after completion of Warranty of 3 years	1	Job

Annexure X: NO DEVIATION CERTIFICATE

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(TO BE SUBMITTED IN BIDDER'S LETTER HEAD)

To

The Director

NEIGRIHMS, Shillong

Respected Sir/Madam,

With reference to subject tender, we hereby confirm that we have read the Tender Document in entirety and have understood the technical specifications, scope of the supply & work, and hereby undertake

to declare that our offer complies fully to the requirements of technical tender without any deviation whatsoever, in fulfillment of the technical specifications, scope of supply and work and all other conditions, clauses & requirements of the tender.

We also understand that our offer can be rejected at the sole discretion of NEIGRIHMS, Shillong at any stage without assigning any reason, if any of the technical tender requirements is found to be deviated in part or full at any stage during evaluation of bids. We also understand that in case such deviations are

detected at post order stage, NEIGRIHMS, Shillong will have the right to cancel the order on such successful bidder and take penal action as deemed fit including Holiday listing of such bidder.

Date:
ory

Signature of Authorized Signat

Place:

Name:

Designation:

Seal:

Annexure: XI Format of Integrity Pact

(To be executed on a non-judicial stamp paper of INR 100/-)

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INTEGRITY PACT

Between

North Eastern Indira Gandhi Regional Institute of Health & Medical Sciences (NEIGRIHMS), Shillong

having its Registered Office at Mawdiangdiang, Shillong, Meghalaya 793018 hereinafter referred to as

"NEIGRIHMS",

and

<NAME OF BIDDER>

having its Registered Office at

hereinafter referred to as "**The Bidder/Contractor**" **Preamble**

NEIGRIHMS, Shillong intends to award, under laid-down organizational procedures, contract(s) for Supply, Installation, Testing & Commissioning of Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware, VMS software & associated cabling and Integration with Existing System. <Bid No.>

Package and Specification Number NIT Ref. No. - <Bid No.>.

NEIGRIHMS, Shillong values full compliance with all relevant laws of the land, rules, regulations, economic use of resources, and of fairness / transparency in its relations with its Bidders/ Contractors.

In order to achieve these goals, NEIGRIHMS, Shillong and the above-named Bidder/Contractor enter into this agreement called '**Integrity Pact**' which will form a part of the bid.

(Signature)

(For & On behalf of NEIGRIHMS, Shillong)

(Signature)

(For & On behalf of Bidder/ Contractor)

Section I - Commitments of NEIGRIHMS, Shillong

NEIGRIHMS, Shillong commits itself to take all measures necessary to prevent corruption and to observe the following principles:

No employee of NEIGRIHMS, Shillong, personally or through family members, will in connection with the tender, or the execution of the contract, demand, take a promise for or accept, for him/herself or third person, any material or other benefit which he/she is not legally entitled to.

NEIGRIHMS, Shillong will, during the tender process treat all Bidder(s) with equity, fairness and reason. NEIGRIHMS, Shillong will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information.

on through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

NEIGRIHMS, Shillong will exclude from evaluation of Bids its such employee(s) who has any personal interest in the Companies/Agencies participating in the Bidding/Tendering process and all known prejudiced persons.

If NEIGRIHMS, Shillong obtains information on the conduct of any of its employee which is a criminal offence under the IPC / PC Act, or if there be a substantive suspicion in this regard, NEIGRIHMS, Shillong will inform its Chief Vigilance Officer and in addition disciplinary actions can be initiated under NEIGRIHMS's Rules.

Section II - Commitments of the Bidder/Contractor

The Bidder/Contractor commits itself to take all measures necessary to prevent corruption. The Bidder/Contractor commits itself to observe the following principles during its participation in the tender process and during the contract execution:

The Bidder/Contractor will not, directly or through any other person or firm, offer, promise or give to any of NEIGRIHMS's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which it is not legally entitled to, in order to obtain in exchange an advantage of any kind whatsoever during the tender process or during the execution of the contract.

The Bidder/Contractor will not enter into any illegal or undisclosed agreement or understanding, whether formal or informal with other Bidders/Contractors. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or actions to restrict competitiveness or to introduce cartelization in the bidding process.

The Bidder/Contractor shall not pass any information provided by NEIGRIHMS, Shillong as part of business relationship to others and shall not commit any offence under PC / IPC Act.

The Bidder/Contractor of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, involved directly or indirectly in the Bidding. Similarly, the Bidder/Contractor of Indian Nationality shall furnish the name and address of the foreign principals, if any, involved directly or indirectly in the Bidding.

(Signature)

(For & On behalf of Bidder/ Contractor)

(Signature)

Shillong)

NEIGRIHMS,

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The Bidder/Contractor will, when presenting his bid, disclose any and all payments made, or committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and/or with the execution of the contract.

The Bidder/Contractor will not misrepresent facts or furnish false/forged documents/information in

order to influence the bidding process or the execution of the contract to the detriment of NEIGRIHMS, Shillong.

The Bidder/Contractor shall ensure adoption of Integrity Pact by its Sub- contractors and shall be responsible for the same.

The Bidder/Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section III- Disqualification from tender process and exclusion from future contracts

If the Bidder, before contract award, has committed a transgression through a violation of Section II or in any other form such as to put his reliability or credibility as Bidder into question, NEIGRIHMS, Shillong may disqualify the Bidder from the tender process or terminate the contract, if already signed, for such reason.

If the Bidder/Contractor has committed a transgression through a violation of Section II such as to put his reliability or credibility into question, NEIGRIHMS, Shillong may, after following due procedures, ban /blacklist the Bidder/Contractor in line with NEIGRIHMS' policy for "Black-Listing of Firms / Banning of Business". The imposition and duration of the ban will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder/Contractor and the amount of the damage. The ban will be imposed for a maximum of 3 years.

If the Bidder/Contractor can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system, NEIGRIHMS, Shillong may revoke the ban prematurely.

Section IV - Liability for violation of Integrity Pact

If NEIGRIHMS, Shillong has disqualified the Bidder from the tender process prior to the award under Section III, NEIGRIHMS, Shillong is entitled for forfeiture of the Bid Guarantee under the Bid.

If NEIGRIHMS, Shillong has terminated the contract under Section III or if NEIGRIHMS, Shillong is entitled to terminate the contract under Section III, NEIGRIHMS, Shillong shall be entitled to forfeit the Contract Performance Guarantee of this contract, in full or part thereof as may be decided, besides resorting to other remedies under the contract.

(Signature)

(For & On behalf of
(For & On behalf of Bidder/ Contractor)

(Signature)

Shillong)

Section V- Previous Transgression

The Bidder shall disclose in its Bid any transgressions occurred in the last 10 years with any other Public Sector Undertaking or Government Department or any other Company, in any country, that may impinge on the Anti-corruption principle.

If the Bidder makes incorrect statement on this subject, it can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason and further action can be taken in line with NEIGRIHMS' policies.

Section VI - Equal treatment to all Bidders / Contractors

NEIGRIHMS, Shillong will enter into agreements with identical conditions as this one with all Bidders.

NEIGRIHMS, Shillong will disqualify from the tender process any bidder who does not sign this Pact or violate its provisions.

Section VII - Punitive Action against violating Bidders / Contractors

If NEIGRIHMS, Shillong obtains knowledge of conduct of a Bidder or a Contractor or its subcontractor or of an employee or a representative or an associate of a Bidder or Contractor or his Subcontractor which constitutes corruption, or if NEIGRIHMS, Shillong has substantive suspicion in this regard, NEIGRIHMS, Shillong will inform the Chief Vigilance Officer (CVO).

(*)Section VIII - Independent External Monitor/Monitors

NEIGRIHMS, Shillong has appointed a panel of Independent External Monitors (IEMs) for this Pact with the approval of Central Vigilance Commission (CVC), Government of India. The names of the IEMs have been indicated in the Bidding Documents.

The panel of IEMs shall review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement. The panel of IEMs has right of access to all project documentation. The panel of IEMs may examine any complaint received by them and submit a report to Chairman-cum-Managing Director, NEIGRIHMS, Shillong giving joint findings, at the earliest. The panel of IEMs may also submit a report directly to the CVO and the CVC, in case of suspicion of serious irregularities attracting the provisions of the PC Act.

The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He / She reports to the Chairman-cum-Managing Director, NEIGRIHMS, Shillong.

The Bidder(s)/Contractor(s) accepts that the IEM has the right to access without restriction to all documentation of NEIGRIHMS, Shillong related to this contract including that provided by the Contractor/Bidder. The Bidder/Contractor will also grant the IEM, upon his / her request and demonstration of a valid interest, unrestricted and unconditional access to their documentation. The same is applicable to Subcontractors. The IEM is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.

NEIGRIHMS, Shillong will provide to the IEMs information as sought by him / her which could have an impact on the contractual relations between NEIGRIHMS, Shillong and the Bidder/Contractor relating to the Pact.

ated to this contract. The IEMs shall also sign declaration on 'Non- Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman-cum- Managing Director, NEIGRIHMS, Shillong and recuse him self/herself from that case.

(Signature)

(For & On behalf of
(For & On behalf of Bidder/ Contractor)

(Signature)

Shillong)

As soon as the IEM notices, or believes to notice, a violation of this agreement, he / she will so inform the Chairman-cum-Managing Director, NEIGRIHMS, Shillong and request the Chairman- cum-Managing Director, NEIGRIHMS, Shillong to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, the IEM shall give an opportunity to NEIGRIHMS, Shillong and the Bidder /Contractor, as deemed fit, to present its case before making its recommendations to NEIGRIHMS, Shillong.

The IEM will submit a written report to the Chairman-cum-Managing Director, NEIGRIHMS, Shillong within 8 to 10 weeks from the date of reference or intimation to him by NEIGRIHMS, Shillong, should the occasion arise, submit proposals for correcting problematic situations.

If the IEM has reported to the Chairman-cum-Managing Director, NEIGRIHMS, Shillong a substantiated suspicion of an offence under PC / IPC Act, and the Chairman-cum- Managing Director, NEIGRIHMS, Shillong has not, within the reasonable time taken visible action to proceed against such of fence or reported it to the CVO, the Monitor may also transmit this information directly to the CVC, Government of India.

While representing any matter in relation to the Integrity pact inter-alia including its transgression to the panel of IEMs, NEIGRIHMS, Shillong and Bidder/Contractor shall not approach the court of law and await the decision of the IEM in the matter.

The word 'IEM' would include both singular and plural.

(*) This Section shall be applicable for only those packages wherein the IEMs have been identified in Clause 53 in General Conditions of Contract of the Bidding Documents.

Section IX - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor after the closure of the contract and for all other Bidder's six month after the contract has been awarded.

Section X - Other Provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the establishment of NEIGRIHMS, Shillong. The Arbitration clause provided in the main tender document / contract shall not be applicable for any issue / dispute arising under Integrity Pact.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership firm or a consortium or Joint Venture, this agreement must be signed by all partners, consortium members and Joint Venture partners.

(Signature)

(For & On behalf of NEIGRIHMS, Shillong)

(Signature)

(For & On behalf of Bidder/ Contractor)

4. Nothing in this agreement shall affect the rights of the parties available under the General Conditions of Contract (GCC) and Special Conditions of Contract (SCC).

5. Issues like Warranty/Guarantees etc. shall be outside the purview of IEMs.

Views expressed or suggestions/submissions made by the parties and the recommendations of the CVO/IEM# in respect of the violation of this agreement, shall not be relied on or introduced as evidence in the arbitral or judicial proceedings (arising out of the arbitral proceedings) by the parties in connection with the disputes/differences arising out of the subject contract.

CVO shall be applicable for packages wherein IEM are not identified in Section IFB/BDS of Condition of Contract, Volume-I. IEM shall be applicable for packages wherein IEM are identified in Section IFB/BDS of Condition of Contract, Volume-I.

6. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

Signature

(For & On behalf of NEIGRIHMS, Shillong)

(Office Seal)

Name :

Signature

(For & On behalf of Bidder/ Contractor)

(Office Seal)

Name :

Designation :

Witness 1 :

Name :

Designation :

Witness 2:

Name :

Designation :

Designation :

Witness 1 :

Name :

Designation :

Witness 2 :

Name :

Designation :

FORM A

BIDDER's UNDERTAKING

(On Company's Letter Head)

To,

Sub: Certificate of Compliance

Bidder's Details:

Job Name:

Tender No. :

We/ I have read carefully the clause regarding restrictions on procurement from a bidder of a country which shares land boundary with India attached with this Tender Document and hereby certify that M/s.

(Name of the Company/ Bidder) is:-

A. Not from such a country and is eligible to be considered for evaluation: YES / NO (*)

B (i) If from such a country but is registered with the Competent Authority: YES/NO (*)

B (ii) If from such a country valid Registration Certificate from Competent Authority is submitted with the bid: YES / NO (*)

I as the authorized signatory on behalf of the bidder certify that the company fulfills all the criteria stipulated in the Govt. Office Memorandum and is eligible to be considered for this tender.

(*): Tick Yes / No whichever is applicable.

Place:

Signature:

Date:

Name:

Designation:

Seal of the Company:

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SCOPE OF WORK

A. Supply, Installation, Commissioning, Integration and Testing:

1. Supply, installation, testing, programming, adjusting, and commissioning high quality fast-acting Video Management Software (VMS) based IP CCTV surveillance system along with all the hardware & VMS software, associated cabling.
2. There is total 357 new cameras & 78 existing cameras to be integrated with the new system.
3. Installation of all the required license software for smooth working of VMS based CCTV system.
4. Scope also includes installation of VMS Server as per the requirement mentioned in the BoQ out of which 01 Server would be for standby purpose & rest in active mode. If any of the active server fails, all the cameras under that particular server should get auto migrated to the active standby server & after due rectification the cameras will migrate to its original without any interruption of the recording. Camera to be considered according to the architecture.
5. Storage should be configured with RAID-5 to prevent data loss using hot-swappable hard disk. In case of 1 Hard Disk failure the recording & historical data including schedule, time and motion should be available. The solution must have backup for minimum of 60 days from day 1.
6. Separate zone of switches to be created. Switches in each zone to be connected to each other.

er using 1G OFC in ring topology. All the zones to have a zone master switch which to be connected to distribution switches in ring topology. Switches should be of managed type.

7. Video-wall along with matrix switcher at central monitoring room to be installed & configured.
8. There should be total 3 nos. of strategic locations for monitoring facilities locations for viewing cameras.
9. 20KVA Centralized Power backup with desired capacity with N+1 to be provided to power devices in entire hospital and A & B type quarter. Cable from each UPS to be laid to each rack. For other locations, 6KVA UPS at strategic locations.
10. List of camera locations will be provided from NEIGRIHMS

11. The vendor shall provide training on operation, Maintenance & Troubleshooting aspects of the offered CCTV camera system to NEIGRIHMS, Shillong during commissioning as well as after final handover of the system for uses. Bidder shall consider the same and quote accordingly.

12. The bidder shall arrange for all kinds of tools, tackles, testing instruments etc. as required during all operations for completion of work as per the scope of work.

13. The bidder shall arrange for all kinds of cable laying, fixing and positioning of networking racks with standard dressing, fixing and positioning of cameras, UPS power connectivity at all rack ends.

14. The total length/quantity for supply of the cable will be considered on actual.

15. The cables should be laid overhead for outdoor locations using stay wire and GI poles.

16. Any other activity / job which may not be specifically mentioned in the scope of work, but required for successful completion of the work shall be part of the bidder's scope without any extra cost to NEIGRIHMS, Shillong.

17. It shall be the responsibility of the Bidder that all necessary safety measures and precautions are invariably ensured during execution of work and NEIGRIHMS, Shillong shall not be responsible for any injuries / accidents suffered by contract labour.

18. Dedicated / Toll free Telephone No. for service support: Bidder/OEM must have dedicated/Toll free Telephone for service support.

19. Escalation matrix for service support: Bidder and OEM must provide escalation matrix of Telephone no. for service support.

B. Cabling and Marking Works:

1. For indoor laying of UTP & power cables, MS Conduit to be used.
2. For outdoor laying of cables, Poles and stay wires or equivalent to be used.
3. Cable dressing inside the control room should be proper with marking and neatly routed so that minimum space is required for the cables, and it also looks aesthetically good.
4. All the cables shall have proper marking at both ends mentioning the camera/equipment number/name it is connected to at the other end, for easy identification and maintenance.
5. 42U Racks to be installed in Server Room for hosting NVRs, Switches, LIUs and other items.
6. 12U racks for indoor purpose & hospital area only. 6U indoor racks for colleges, hostel & quarters. 6U outdoor racks for outdoor pole mount purpose only.

C. Documents: The bidder has to give full documentation of the setup which includes the following:

1. VMS Programming Manuals.
2. User and technical manuals for other bought out items like power systems etc.
3. Architectural layout.
4. Detailed Connectivity Diagram.
5. Positioning and marking of all kinds of CCTV items.
6. List of IP addresses of VMS and Cameras.
7. User ids and passwords for all kind of active devices.
8. Soft copy of all the above documentation shall also be provided in addition to hard copy.
9. Warranty Documents.
10. Toll free Number for service support.
11. Escalation Matrix for service support.

D. Maintenance and Support Services:

1. The maintenance contract period for supplied facility under this package shall be Seven (7) years commencing from Operational Acceptance. Out of which, three (03) years shall be defect liability period (DLP)/warranty from the date of taking over/operational acceptance and four (04) years Comprehensive AMC thereafter.
2. The warranty shall cover replacement of defective parts, modules and free software upgrades. In case of delay beyond 7 days for replacement/repair, if any, warranty period will be extended accordingly.
3. The support will be provided on 8 x 6 on working days. For all third-party equipment (Hardware & Software), Bidder shall have back-to-back support along with supply of spare with appropriate response time from OEM/OEM Authorized representatives. Certificates/Agreement of such support shall be shared with NEIGRIHMS, Shillong along with other documents mentioned above.
4. Bidder shall be responsible for coordination with the OEM for all matter related to the equipment. But the Bidder shall be responsible for meeting the overall response times and availability requirements specified in the Specification. Bidder shall be responsible for providing all support including but not limited to administration support, reinstallation/ configuration/reconfiguration, technical assistance, troubleshooting, answering technical/operational queries, future integration/upgradation support etc. during the 7 years of maintenance contract period.
5. Bidder to have ERP for management of tickets.
6. All the spares required for maintenance shall be maintained and provided by the vendor. Standby of equal or higher configuration will be provided by the vendor on breakdown of equipment during DLP (Defect Liability period) / warranty and Comprehensive AMC period till it gets replaced/ repaired.
7. Take Backup of the system / configurations at regular interval as per policy/requirement.
8. MIS report to be submitted on monthly basis to NEIGRIHMS, Shillong.
9. Installation of security patches, updates as and when available or as informed by NEIGRIHMS, Shillong. Configuration of supplied software and hardware to manage/close vulnerabilities as and when required.
10. The maintenance of the System shall be comprehensive and shall comprise of the following category of works which is further elaborated for each of the different subsystems:
 - a. Preventive and Breakdown Maintenance Activity (performance monitoring, system backup, p

atch management, updates, urgent issues and troubleshooting) as detailed below.

b. Maintaining a minimum no. of specified spares. It must include 10 nos. of bullet and dome cameras, four (04) 24 port PoE and 8 port PoE switch. Should give declaration of the same upon bid award on bidder's letterhead.

c. Integration with new/existing equipment/system as per NEIGRIHMS, Shillong requirement.

E. Special condition of contracts:

1. All the technical specifications have to be complied to fully, (any part, compliance or conditional compliance will result in rejection of the offer); documentary evidence of these specification from OEM, technical manual and /or database should be submitted to NEIGRIHMS, Shillong.

2. All the types of supply of hardware, if some model of the offer equipment is rendered obsolete/ end of life by the successful bidder/ respective OEM higher version of model (of same make) is to be offered by the bidder with the consent of NEIGRIHMS, Shillong without any upward price implications.

3. The bidder is advised to examine site conditions and existing systems where the above-mentioned works are to be executed before quoting. Any clarification regarding nature work can be discussed with the office of In Charge, NEIGRIHMS, Shillong. No deviation/change in tender schedule and nature of work will be accepted after the tender is opened.

4. One high skilled project engineer/supervisor for project management to be provided during execution as per the below qualification:

a. Graduate + Technical Certified from VMS or Surveillance OEM.

5. After commissioning of the project one high skilled, one semi skilled manpower to be provided for the period of Seven years. The Salary has to be as per Central Wages Act. With PF & ESI/Medical claim Benefits. The deputed Engineer has to be certified from the OEM for both Camera, VMS & Passive Equipment's.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.

6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

Additional Clause For Comprehensive Maintenance Charges

- 1.CMC shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, after satisfactory completion of Warranty. During the CMC period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, at least once in six months or as per user requirement. Cost of consumables shall not be included in CMC.Further there will be 98% uptime warranty during CMC period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend CMC period by double the downtime period.
- 2.CMC charges to be indicated as percentage of cost of equipment quoted for each year after the warranty period.
- 3.GST shall be included in the CMC Charges quoted.
- 4.Cost of CMC will be added for Ranking/Evaluation purpose with depreciation formula.A 10% discounting rate per year shall be applied on CMC Charges for price evaluation on Net Present Value.
- 5.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user.
- 6.While creating a bid or RA, buyers shall indicate whether CMC is required against Yes/No" options. If CMC Charges are included, an option for number of years for CMC required after the warranty period shall be available.Under this option up to 10 years can be chosen for CMC charges beyond warranty period.
- 7.In case the bid has a provision for CMC, the warranty of the product will also be deemed to have been converted into Comprehensive warranty including preventive maintenance and calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, during the Warranty Period also. Sellers are therefore advised to include the cost of Comprehensive Warranty including spares (excluding consumables) also in product Cost.
- 8.The CMC functionality shall be available in bid only and no direct RA shall be applicable.In case of bid to R/A decrement rules shall be applicable on total price inclusive of CMC charges. Bunching of products shall not be available while creating bids with CMC charges.

8.1.Buyer shall indicate number of years of warranty by selecting different options available in the field depending on warranty parameter applicable in category parameters for the equipment. No. of years of warranty indicated here shall supersede the warranty period indicated elsewhere in bid or product

specifications. The Seller while participating in Bid/RA will get fields to indicate CMC charges as percentage depending on number of years of CMC selected by Buyer. The following shall be applicable, if 5 year CMC selected:

- CMC charges for 1st year after warranty period- Percentage to be indicated- A1
- CMC charges for 2nd year after warranty period- Percentage to be indicated- A2
- CMC charges for 3rd year after warranty period – Percentage to be indicated- A3
- CMC charges for 4th year after warranty period – Percentage to be indicated- A4
- CMC charges for 5th year after warranty period – Percentage to be indicated- A5

Similarly, A6 to A10 are to be indicated for 6th to 10th year of CMC if applicable.

8.2.The calculation of CMC Charges shall take into account the number of years of warranty and duration of CMC as specified while creating bid.

8.3.In the price evaluation, the system shall provide function to calculate the cost of each equipment by formula indicated below including CMC and then show the inter-se-ranking of the bidders. The following are the variables

- (i) Number of years for which CMC required.
- (ii) Number of years of product warranty

The formula for calculating total cost including CMC charges shall be as under:

Total Cost for evaluation=

$C + C * \{ (A1/100)/(1.10^n) + (A2/100)/(1.10^{n+1}) + (A3/100)/(1.10^{n+2}) + (A4/100)/(1.10^{n+3}) + (A5/100)/(1.10^{n+4}) \}$ and so on

C – Cost for equipment quoted and n shall be number of years of product warranty specified.

If 2 year warranty specified, n shall be 2 and if 5 year warranty specified, n shall be 5. A1,A2, A3, A4& A5 shall depend on how many years CMC selected. For 3 year CMC, only A1,A2 and A3 factors are to be taken into account and A4 and A5 will not be applicable.

8.4.CMC charges offered for each subsequent year should be same or higher than preceding year.

8.5.The CMC charges shall be offered within range of 3 to 25% of cost of equipment.

9.Since CMC charges are to be paid only later for each year during CMC period,applicable performance guarantee amount after placement of contract shall be based on the cost of equipment excluding the cost of CMC Charges.

10.Performance bank guarantee applicable for CMC is to be submitted at start of the CMC and shall be applicable between 2.5% to 10% as specified in bid on total CMC Charges.The PBG submitted after award of contract shall be released only after new PBG for the CMC period is submitted and accepted by buyer/consignee after due verification.Bank guarantee for CMC is to remain valid till completion of CMC period plus one year. The bank guarantee for CMC shall be submitted to buyer directly. In case, seller fails to submit the PBG or does not provide services for the CMC contract after expiry of warranty period then PBG of equipment shall be forfeited.

11.In case of splitting of order quantity, equipment cost and CMC charges offered by L1 bidder shall be matched by higher quoting eligible bidders on one-to-one basis.The equipment cost and CMC charges (year to year) shall be matched individually.

12.The CMC Contract shall be an offline contract to be handled by buyer.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user and scope of CMC will be as per para 1 above.

13.CMC Charges are inclusive of all the charges for Transportation, Lodging, Boarding, all insurances including third party insurance and all other incidental charges. The same shall include GST. The prices also include cost of spares and damaged parts. Purchaser does not have any liability, whatsoever, over and above the cost of CMC. It also includes for arranging hand tools & tackles, special tools etc. required to carry out the work.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions](#)

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms

of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---