



**ODISHA COMPUTER APPLICATION CENTRE
BHUBANESWAR**

TENDER DOCUMENT

Enquiry No. - OCAC-CAD-41-2017-19005

**Supply, Installation and Maintenance of IP Based CCTV Surveillance System at OCAC
Tower, Bhubaneswar.**

Period of Sale of Tender Document	:	Dt. 15-02-2019 to 08-03-2019 at 02:00 PM
Last date for receiving queries	:	Dt. 19-02-2019 by 03:00 PM
Pre Bid Conference	:	Dt. 20-02-2019 at 04:00 PM
Issue of Corrigendum	:	Dt. 23-02-2019
Last Date for Submission of Tender	:	Dt. 08-03-2019 at 02:00 PM
Place of Submission of Tender Document	:	Odisha Computer Application Centre, Plot No.-N-1/7-D, Acharya Vihar Square, RRL Post Office, Bhubaneswar-751013
Date and Time of Tender Opening	-	General Bid : Dt. 08-03-2019 at 04:00 PM
	-	Technical Bid : Intimate later
	-	Financial Bid : Intimate later
Cost of Tender Document	:	Rs.1000/- (Rupees One Thousand Only)

Important: - The tender document fee must be submitted before the Pre-Bid Conference at Odisha Application Centre (OCAC) Bhubaneswar office, failing which the bidder will neither be allowed to attend the pre-bid conference nor their queries be entertained by OCAC.

**Place:
Date:**

Signature & Seal of the Bidder

SECTION-I
NOTICE INVITING TENDER

Sealed tenders are invited from the Bidder to undertake the work of Supply, Installation, Implementation and Maintenance of IP Based CCTV Surveillance System at OCAC Tower, Bhubaneswar. Tender document shall be downloaded from the web site www.ocac.in and www.odisha.gov.in from 15-02-2019 to 08-03-2019, 02:00 P.M. The tender document shall be deposited along with a non-refundable tender document fee of Rs.1000/- (Rupees One Thousand Only) in shape of Demand Draft drawn in favour of Odisha Computer Application Centre, Bhubaneswar. **The authority reserves the right to accept/reject any and part of there or all the tenders and without assigning any reason thereof.**

GENERAL MANAGER (Admn.)
ODISHA COMPUTER APPLICATION CENTRE
PLOT NO.-N-1/7-D, ACHARYA VIHAR SQUARE, P.O.-RRL, BBSR-13
PHONE: 91-674-2567280, 2567064, 2567295
FAX: 91-674-2567842

Place:
Date:

Signature & Seal of the Bidder

SECTION – II

INVITATION FOR BIDS

1.1 INTRODUCTION

Odisha Computer Application Centre (OCAC), Bhubaneswar invites competitive bid proposals from interested bidders who have experience in Supply, Installation, Implementation & Maintenance of IP Based CCTV Surveillance System.

1.2. OBJECTIVES

Odisha Computer Application Centre (**OCAC**) proposes to procure the following CCTV Surveillance System at OCAC Tower, Bhubaneswar.

Bill of Material

Sl.No.	Particulars	Qty.
1	IP Dome Camera (With POE)	52
2	IP Bullet Camera (With POE)	09
3	64 Channel Network Video Recorder (NVR)	01
4	55 Inch HD LED Display Unit	02
5	24 Port Network Switch With POE (Power On Ethernet)	04
6	6U Wall Mounting Rack	03
7	12U Wall Mounting Rack	01
8	5 KVA Online UPS System	01
9	All Passive Cables & Accessories as per the site requirement	LS

Place:
Date:

Signature & Seal of the Bidder

SECTION-III
GENERAL TERMS & CONDITIONS

Place:
Date:

Signature & Seal of the Bidder

1. Scope of Work

Scope of work includes Supply, Installation; Commission & Maintenance of IP based CCTV Surveillance System at Odisha Computer Application Centre (OCAC) Tower, Bhubaneswar. The selected bidder shall be responsible for execution of the following work.

- Site survey & feasibility is to be undertaken for identification of the actual places in OCAC Tower premises where cameras are required to be installed.
- Supply of all the equipments for implementation of IP based CCTV Surveillance System Complying to the Technical Specifications given in **SECTION-IV**.
- Supply, Install, Commission & Maintain the entire equipments of CCTV Surveillance System.
- Supply any other items (like screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, termination kits etc.) required for installation of all the required items for implementation of CCTV Surveillance System.
- The proposed CCTV Surveillance System should also have facility to view video recordings of various cameras at a centralized location.
- Installation and commissioning of the Central Monitoring Unit at OCAC Tower (ground floor).
- The System must be able to access and monitor the CCTV surveillance system in the public/private network.
- The CCTV Surveillance System should be secured enough and ensure illegal access to the CCTV controller.
- The System should have a data management strategy for the storage of the captured video for historical, investigation and evidentiary purposes.
- Bidder should ensure provision storage space for keeping the footage of CCTV for a period of minimum 90 days.
- The System should be able to set system rules for deletion of archived recordings as per the policy provided by OCAC.
- The System should be able to digitally punch date and time with stamp on the recorded video.
- The Selected Bidder shall setup a Helpdesk with minimum one (1) number of dedicated CCTV operators, at Central Monitoring Unit for day to day operation & management during **Primary Working Hours (PWH)** starting from 9.00 AM to 9.00 PM (Monday to Saturday) and **Extended Working Hours (EWH)** starting from 9.00 PM to 9.00 AM (Monday to Saturday, Sunday and all State Government Holidays). To setup helpdesk OCAC shall provide a dedicated telephone line at the Helpdesk. The Helpdesk shall include but not limited to the following:-
 - a) Operation & Management of the Central Monitoring Unit at OCAC Tower, for monitoring the health status of all CCTV devices and to pull video from the device as and when required.

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- b) The Help Desk operators shall ensure continuous running of cameras and recording of video from all cameras at each location. In case any Camera is down due to some problem, the same shall be got rectified as per SLA terms.
 - c) Receive calls made by end users at OCAC Tower, regarding any query or issue.
 - d) Coordination for resolution of reported issues within the timeframe as per the SLA.
 - e) Helpdesk shall escalate the problem to the Project in charge of OCAC on case to case basis and maintain the log/status of the complaint in the call log register.
- The selected bidder shall be responsible to provide on-site warranty and maintenance support for all supplied items for a period of 3 Years.
 - The warranty & maintenance support shall start from the date of Final Acceptance Test (FAT).
 - At the time of equipment delivery, the selected bidder shall submit a certificate/undertaking from OEMs mentioning the fact that the equipment supplied are covered under on-site warranty & support for a period of 3 Years.
 - The selected bidder shall be responsible for providing end user training to OCAC.

2. Eligibility Criteria

- i. The bidder should be a company registered under Indian Companies Act, 1956 or a partnership firm registered under Indian Partnership Act, 1932 and operating since last 5 years from the date of publication of RFP. It should be registered with GST Authorities. The bidder should furnish the copy of company registration certificate, GST registration certificate, PAN card and up to date IT return till 31st March 2018 along with the tender document.
- ii. Consortiums are not allowed.
- iii. The firm should have a local or project site office at Bhubaneswar.
- iv. The average annual turnover of the firm for last three Financial Years must be 5 Cr.
- v. In case of authorized partners, the bidder has to submit the valid authorization certificate(s) from the Original Equipment Manufacturer (OEM) for the entire product quoted mentioned in Technical Specification (Section-IV).
- vi. Proof of successful execution of one similar nature of work in India during the last three Financial Years ending 31st march 2018 must be submitted.

The “**Similar Nature**” of the work shall mean supply, installation and maintenance of IP Based Video Surveillance System (CCTV) to any Government/Public Sector Enterprises/Autonomous units having the criteria mentioned below:-

Place:
Date:

Signature & Seal of the Bidder

- A. One similar completed work, costing not less than the amount equal to 80 % of the estimated cost.
- B. Two similar completed works, costing not less than the amount equal to 50 % of the estimated cost.
- C. Three similar completed works costing not less than the amount equal to 40% of the estimated cost.

Note: - Estimated cost of the work/job for this tender is approximate Rs.50 lakhs.

- vii. The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Government/PSU in the country of India. A self-declaration certificate to this effect should be enclosed

Necessary supporting documents on fulfillment of eligibility criteria should be attached for authentication along with a signed copy of the tender document to indicate acceptance of all terms and conditions set forth in the tender. Organizations failing to provide complete information on any of the requirements are liable to be rejected.

3. Cost of Tender Document

Cost of Tender document will be 1000/- (One Thousand Only). The tender document fee must be submitted before the Pre-Bid conference at OCAC office, failing which the bidder will neither be allowed to attend the pre-bid conference nor their queries, be entertained by OCAC.

4. Pre-Bid Conference / Meeting:-

The bidder or its official representative (not more than two representatives per bidder) is invited to attend the pre-bid meeting. The objective of this meeting is to address the generic queries of the prospective bidders related to the tender document. The queries by the applicants will be provided in the specified format attached in **Annexure-G6**.

Only the bidders, who have deposited the tender document fee in shape of DD in favour of "Odisha Computer Application Centre (OCAC), Bhubaneswar" are allowed to attend the pre-bid conference/meeting and submit their pre-bid queries in the specified format. Such bidders can download the tender document from the specified website and submit the queries as per the format given in the tender document. Tendering authority shall respond to the queries of only those bidders who have deposited the tender document fee before the Pre-Bid conference/meeting.

As a result of discussions in the pre-bid conference, if modifications in the tender document, specifications of services and/ or goods are considered necessary, they may be done by issuing a addendum/ corrigendum and its copies shall be sent through email/ post to all the bidders having purchased the bidding document. The corrigendum/addendum and the final bidding document will be placed on the websites.

Place:
Date:

Signature & Seal of the Bidder

The tendering authority reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

5. Time of completion of Project:

Supply, Installation & Integration of work shall be completed within **8 weeks** from the date of issue of Purchase Order.

6. Earnest Money Deposit:

- a) EMD is to be furnished by the bidder as mentioned below along with the tender.

Sl.No.	Category Description	EMD Amount
1	Supply, Installation, Commissioning & Maintenance of IP Based CCTV Surveillance System	Rs. 100000/-

- b) The EMD shall be only in the form of Demand Draft in favour of **Odisha Computer Application Centre**, payable at **Bhubaneswar** drawn in any schedule bank. The validity of DD should be at least three months from the date of floating of tender.
- c) Vender should write the organization name at the back side of the DD.
- d) The demand draft shall be submitted along with General bid envelope. Bids without EMD shall be rejected.
- e) The EMD shall be forfeited if a bidder withdraws its bid during the period of bid validity.
- f) The EMD of unsuccessful bidders will be returned to them within a month of selection of vendors.
- g) In case of a successful bidder the EMD may be forfeited if the bidder fails to accept the Purchase Order.

7. Performance Bank Guarantee (PBG)

The bidder shall furnish a Performance Bank Guarantee (PBG) for 10% (ten percent) of the contract price while submission of bill for payment. The PBG must be from the nationalized bank only in India.

8. Payment Term

1. 90% of payment will be made after successful completion of the work and Final Acceptance Test (FAT).
2. Balance 10% will be released after 30 days of successful operation of the equipments.

Place:
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9. Offer Validity Period

The tender offer must be valid for **180 days**. Any offer falling short of the validity period is liable for rejection.

10. Service Level Standards & Support

The prime objective of the service levels is to ensure high quality of services from the selected bidder. The service levels defined below indicate the target level of services required, measurements parameter with penalties.

Sl. No.	Measurement Parameter	Service Level	Penalty
1	Time to resolve complaints after lodging the complaint	Within next 48 hours of lodging the complaint	No Penalty
		> 48 Hours of lodging the complaint	A penalty of Rs. 200 for every day, subject to maximum 10% of the cost of the equipment.
2	Absence of Video Recording	100% (365 x 24 hours) Excluding power cut duration	A penalty of Rs. 500/- per day per camera shall be levied in case of continuous absence of Video Recording for 24 hours, subject to maximum 10% of the cost of the equipment.
3	Availability of Helpdesk (CCTV Operator)	Help Desk Operator should be available from Monday to Saturdays from 9.00 AM to 9.00 PM.	A penalty of Rs. 500/- per day of absence shall be levied in case of absence of Helpdesk Operator for one day.

Note: -

- a) If the call is not resolved and the value of penalty for any supplied item reaches value of the item, a NOTICE shall be issued. If two such notices are issued during a year for any item or if tendering authority feels that Selected Bidder is not performing as per requirement, then tendering authority may terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.
- b) Maximum applicable penalty shall not exceed 10% of the total contract value. If the penalty exceeds maximum applicable penalty, OCAC at its discretion may terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.

Place:
Date:

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11. Rejection

Before acceptance of the items if the equipment supplied by the vendor is found defective in materials or workmanship or otherwise not in conformity with the requirements of the contract, the purchaser shall have the right to either reject or to request in writing for rectification of the defects. Then the vendor shall with utmost diligence, at his own expense, make good the defects so specified or replace the defective equipment if the vendor fails to do so, the purchaser either.

- h) May at its option to replace or rectify such defective equipment and charge to the vendor the excess cost incurred by the purchaser plus 15% (Fifteen percent) extra as administrative charges.

OR

- ii) Terminate the contract for default. Further, in the event, the vendor is not able to rectify or replace the faulty equipment within reasonable time, the decision of the Odisha Computer Application Centre, Bhubaneswar shall be final.

12. Delay in completion of the Project

The time schedule for completion of the project as mentioned in Clause 5 above is very important and the bidder must take utmost care to complete the delivery and installation within scheduled time. If the work is delayed for any reason for which Odisha Computer Application Centre is not responsible, a penalty @0.5% of the cost of the purchase order will be charged to the supplier for a delay of one week or part thereof, subject to maximum 5% of the cost of the purchase order.

The purchaser reserves the right to cancel the order if it is not executed within the prescribed completion time and forfeit the entire **EMD** amount. Delay in supply / installation / Commissioning in the part of the supplier for materials/equipments shall be treated as delay in the delivery/ installation of the goods. The purchaser reserves the right to cancel the order in full or in part. In the event of such cancellation, the purchaser shall have the right to **collect penalty from the performance bank guarantee**. However, for valid reasons (like any unavoidable situation at the client site) duly notified in advance and considered by the purchaser, revised delivery schedule may be accepted at the sole discretion of the purchaser.

13. Force Majeure Condition

If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then OCAC may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the OCAC, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

Place:
Date:

Signature & Seal of the Bidder

14. OEM Criteria

- ✓ CCTV OEM should have ISO 9001:2015 & ISO 14001:2015 Certification and should have service centre in Odisha.
- ✓ OEM must have experience of manufacturing of CCTV Products from last 10 years in India or 15 years for non-Indian OEM as on 31st March 2018 and should be registered under Companies Act, 1956. Documentary proof for manufacturing of CCTV products to be submitted.
- ✓ MAC address of Camera should be registered in the name of OEM supplying Cameras.
- ✓ OEM should not be blacklisted or barred by any Ministry of Government of India or any of the Government / PSUs or any other government department at the time of bidding.
- ✓ The CCTV OEM should have its authorized service / support center in the state of Odisha since last five years.

15. Insurance of Equipments

The materials to be supplied should be **insured** by the vendor on behalf of the purchaser from his warehouse to the installation site. The insurance coverage should cover the transport of materials by Rail/Road to the destination and till handing over the same to the client after successful installation. The materials/equipment found lost or damaged in transit or during installation and commissioning should be immediately replaced to avoid delay in commissioning the equipments.

16. Installation Supervision and Services

The supplier shall depute experienced persons for installation and testing of equipment supplied.

17. Replacement

If the material/ equipment or any portion thereof gets damaged or lost during the transit and installation, the vendor shall effect the replacement of such materials/ equipment within a reasonable agreed time or **15 days whichever is earlier** to avoid delay in commissioning the equipment.

18. Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- i) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- ii) Change any of the scheduled dates stated in this tender.

Place:
Date:

Signature & Seal of the Bidder

- iii) Reject proposals that fail to meet the tender requirements.
- iv) Should the Purchaser be unsuccessful in negotiating a contract if required with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- v) Make typographical correction or correct computational errors to proposals
- vi) Request bidders to clarify their proposal.

19. Inspections

- i) The representatives of Odisha Computer Application Centre shall have the right to make inspection during the execution of work at the site.
- ii) The items of supply/installation shall be verified by the authorized representatives of OCAC during final inspection and the bills shall be submitted by the party after such inspection.

20. Other Instructions

- a) The bidder must organize the bid in accordance with the format specified in the tender document.
- b) The tenders not submitted in the prescribed format or incomplete after due date in any sense are liable to be rejected.
- c) OCAC is not responsible for non-receipt of tenders within the specified date and time due to any reason including postal delay or holidays.
- d) The rates should be valid for a minimum period of 180 days.
- e) OCAC reserves the right to accept or reject any bid without assigning any reason thereof and OCAC's decision in this regard will be treated as final.
- f) OCAC reserves right to cancel the Purchase Order in the event of one or more of the following situations:-
 - a. Delay in delivery and installation beyond the specified period for delivery.
 - b. Major discrepancy in hardware & other components noticed during any stage of the project
- g) OCAC reserves the right to ask for any type technical clarification and make technical presentation / proof of concept (POC) before the technical committee members failing which it may leads to CANCEL the bid.
- h) OCAC reserves the right to verify the equipments as per the specifications asked in the RFP.
- i) Un-signed & un-stamped bid shall not be accepted.
- j) Undertaking for subsequent submission of any of the document asked in the tender will not be entertained under any circumstances. However, OCAC reserves the right to

Place:
Date:

Signature & Seal of the Bidder

seek fresh set of documents or seek clarifications on the already /submitted documents.

- k) Upon verification, evaluation / assessment, if in case any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- l) No deviations from tender terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.
- m) OCAC will not be responsible for any misinterpretation or wrong assumption by the vendor.
- n) OCAC reserves the right to alter / increase / decrease the quantity of items, as the case may be, to meet the requirements at any point of time.
- o) OCAC is not responsible for non-receipt of tenders within the specified date and time due to any reason including postal delay or holidays.
- p) Over-writing/over-typing or erasing of the figures are not allowed and shall render the tender invalid.

21. Detailed Evaluation

- i) Only the bids considered to be substantially responsive shall be considered for detailed evaluation.
- ii) The evaluation of the tender will be made on the basis of least cost for the entire range of product (sum of all quoted prices inclusive of taxes). In case there is any discrepancy between unit price & total price, the unit price will prevail.
- iii) The purchaser shall evaluate each bid in detail in respect of Technical specifications; Price quoted and compares them with other bids in the above mentioned aspects.
- iv) The purchaser reserves the right to evaluate each item either by basic configuration or by combining with one or more of the options asked. Purchaser's decision in this matter shall be final and binding.
- v) The purchaser reserves the right to negotiate specifications, prices during evaluation if found necessary.

22. Jurisdiction Of High Court Of Odisha

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

23. Right To Reject/Accept The Tender

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. After placing the purchase order, the purchaser may order to defer the delivery of the material. It may be clearly understood by the tenderer that the purchaser need not assign any reason for the above action.

Place:
Date:

Signature & Seal of the Bidder

24. Final Authority

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to Odisha Computer Application Centre, N-1/7-D, Nayapalli, near Planetarium, Acharya Vihar square, Bhubaneswar-751013 whose decision on such matters shall be final and conclusive.

24. Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed By OCAC (Nodal Authority) for such purpose and abide by the decisions thereon.

On non settlement of the dispute, same shall be referred to the commissioner-cum-secretary to Government, IT department, and Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

Accepting all above terms and conditions.

**Place:
Date:**

Signature & Seal of the Bidder

Annexure: G-1
(To be in Company letter head)

General Information

Company Name			
Registered Office Address			
City		Pin	
State		URL	
Telephone		Cell	
Fax		E-mail	
Office Address (in Odisha)			
City		Pin	
State		URL	
Telephone		Cell	
Fax		E-mail	

Place:
Date:

Signature & Seal of the Bidder

Annexure: G-2
(To be in Company letter head)

Self Declaration

Date : _____

Ref : _____

To,

ODISHA COMPUTER APPLICATION CENTER
OCAC BUILDING, PLOT NO. N1/7-D,
RRL POST OFFICE, BHUBANESWAR-751 013

In response to the invitation No. **ENQUIRY N. - OCAC-xx-xx/2019, Dt: xx-xx-2019** Ms. /Mr.

_____, as a _____, I / We hereby declare that our
company _____ is having unblemished past record and was not
declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of
time.

Signature of the witness
Date:
Place:

Signature of the Tenderer
Date:
Place:

Place:
Date:

Signature & Seal of the Bidder

Annexure: G-3
(To be in Company letter head)

Self Declaration

Date : _____

Ref : _____

To,

ODISHA COMPUTER APPLICATION CENTER
OCAC BUILDING, PLOT NO. N1/7-D,
RRL POST OFFICE, BHUBANESWAR-751 013

In response to the invitation No. **ENQUIRY NO. - OCAC-xx-xx/2019, Dt: xx-xx-2019**, Ms. / Mr. _____, as a _____, I / We hereby declare that our company _____ is having unblemished past record and have not been declared blacklisted by any Central/State Government institution and there has been no pending litigation with any government department on account of similar services. I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness
Date:
Place:

Signature of the Tenderer
Date:
Place:

Place:
Date:

Signature & Seal of the Bidder

Annexure: G-4
(To be in Company letter head)

Representative Authorization Letter

Date : _____

Ref : _____

To,

ODISHA COMPUTER APPLICATION CENTRE
OCAC BUILDING, PLOT NO. N1/7-D,
RRL POST OFFICE, BHUBANESWAR-751 013

Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of the company in dealing with invitation reference No. **ENQUIRY NO. - OCAC-xx-xx/2019, Dt: xx-xx-2019**. He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorized Signatory
Representative Signature

Signature attested

Place:
Date:

Signature & Seal of the Bidder

Annexure: G-5
(To be in Company letter head)

Acceptance of terms & conditions contained in the tender documents

To

The General Manager (Admin.)
Odisha Computer Application Centre
OCAC Building, Plot No. N-1/7-D
Acharya Vihar Square
RRL Post Office, Bhubaneswar
Odisha - 751013

Sir,

I have carefully gone through the terms & conditions contained in the tender document - **OCAC-xx-xx/2019, Dt: xx-xx-2019**, – regarding **“Supply, Installation, Implementation and Maintenance of IP Based CCTV Surveillance System at OCAC Tower Bhubaneswar”**.

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorised signatory of my company and am, therefore, competent to make this declaration.

Signature of witness
Date:
Place:

Signature of the Tenderer
Date:
Place:

Place:
Date:

Signature & Seal of the Bidder

Pre-Bid Queries Format**RFP-Enquire No. - XXX****Name of the Company/Firm:**

Tender Fee Receipt No. _____ Dated _____ for Rs. _____/-

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

Sl.No.	RFP Page No.	RFP Clause No.	Clause Details	Query / Suggestion / Clarification

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority. Also, kindly attach the colored scanned copy of the receipt towards the submission of the bidding/tender document fee.

Place:
Date:

Signature & Seal of the Bidder

Annexure: G-7**List of Enclosures**

Sl. No.	Enclosure description	Enclosed (Yes / No)	Annexure / Attachment / Page No. / Envelop No. of the enclosure
1	Annexure-G1 General Information		
2	Copy of Registration Certificate of the firm		
3	Organization Profile		
4	Documentary proof of an authorized partner of manufactures of items quoted.		
5	Declaration of ineligibility for corrupt and fraudulent practice (Annexure-G2)		
6	Self Declaration that the bidder hasn't been black listed by any Govt./PSU (Annexure-G3)		
7	Representative Authorization Letter (Annexure-G4)		
8	Acceptance of terms and Condition (Annexure-G5)		
9	Up-to-date IT Return and VAT Clearance Certificate ending 31 st March 2017		
10	Copy of PAN no allotted by Income Tax Department		
11	Copy of GST Registration Certificate		
12	Tender document fee in a sealed envelope (Super scribe Tender document fee on the top of the sealed envelope) with General Bid	DD No : Amount : Bank:	
13	EMD amount in a sealed envelope (Super scribe EMD amount on the top of the sealed envelope) with General Bid	DD No : Amount : Bank:	
14	General bid duly signed (sealed envelope)		
15	Technical specification with printed technical brochure duly signed (sealed envelope)		
16	Commercial bid duly signed (sealed envelope)		
17	Experience / Work completion certificates from the client.		

Place:
Date:

Signature & Seal of the Bidder

SECTION-IV

TECNICAL SPECIFICATION

Place:
Date:

Signature & Seal of the Bidder

Technical Specification for IP Based CCTV Surveillance System

Specification for Bullet Camera			
MAKE:-		MODEL:-	
Full High Definition IP Camera, Day/Night switch by IR cut filter, Power over Ethernet (PoE), ONVIF compliant with mounting bracket.			
Sl.No.	Description	Features	Compliance (Yes/No)
1	Image sensor	1 / 3" CCD / CMOS Progressive Scan	
2	Effective resolution	1920X1080" (HD)	
3	Video compression format	H.265 & MJPEG compression with dual codes 30 fps	
4	IR	IR LED Array range –25 meter or above	
5	Lens and imager	3.6 mm lens with appropriate imager	
6	Illumination	0.2 lux @ F1.2; 0.00 lux with IR illuminator ON	
7	White balance, back light compensation	Auto	
8	Mounting	Integrated adjustable articulating wall mounting bracket allowing for precise positioning of the camera	
9	Day/Night capability	Removable IR cut filter with selectable Auto / Day / Night / Schedule modes	
10	Tamper Proof	To generate alarm in case of tempering event i.e. spraying the camera, blocking the field of view, covering the lens, changing the mounting direction etc. IP66 Compliant	
11	Operating Temperature	0 to 60 C	
12	Network Protocols Support	TCP/IP, HTTP, ICMP, DDNS, DHCP, UDP, DNS, SMTP, RTP, RTSP, SNMP protocols	
13	Alarm Event	Events / alerts send via FTP, HTTP, email, Pre-Post alarm video buffering.	
14	Compliance	ONVIF S	
15	Power supply	Power over Ethernet	
16	Defog	Off/Low/Middle/High	
17	ROI	Support 4 zones, Multi-stage level	
18	Motion detection	Set detection zone, Multi-level sensitivity can be set	
19	Privacy Mask	4 zones	
20	ANR	Support	

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21	Network Interface	RJ45 10M/100M network adaptive	
22	Analog video output	1CH 1.0Vp-p complex video output	
23	Audio	Line input/output	
24	Alarm input	1CH input	
25	Alarm output	1CH output	
26	Reset	Support	
27	RS485	Support	
28	SD card	Support Max 128G, Micro SD(SDHC /SDXC) card local-storage	
29	Certifications	CE, FCC, UL/EN/IEC or Equivalent Indian Standard	

Specification for Dome Camera

MAKE:-

MODEL:-

Full High Definition IP Camera, Day/Night switch by IR cut filter, Power over Ethernet (PoE),
ONVIF compliant with mounting bracket.

Sl.No.	Description	Features	Compliance (Yes/No)
1	Image sensor	1 / 3" CCD / CMOS Progressive Scan	
2	Effective resolution	1920X1080" (HD)	
3	Video compression format	H.265 & MJPEG compression with dual codes 30 fps	
4	IR	IR LED Array range –25 meter or above	
5	Lens and imager	3.6 mm lens with appropriate imager	
6	Illumination	0.2 lux @ F1.2; 0.00 lux with IR illuminator ON	
7	White balance, back light compensation	Auto	
8	Mounting	Integrated adjustable articulating wall mounting bracket allowing for precise positioning of the camera	
9	Day/Night capability	Removable IR cut filter with selectable Auto / Day / Night / Schedule modes	
10	Tamper Proof	To generate alarm in case of tempering event i.e. spraying the camera, blocking the field of view, covering the lens, changing the mounting direction etc. IP66 Compliant	
11	Operating Temperature	0 to 60 C	
12	Network Protocols Support	TCP/IP, HTTP, ICMP, DDNS, DHCP, UDP, DNS, SMTP, RTP, RTSP, SNMP protocols	
13	Alarm Event	Events / alerts send via FTP, HTTP, email, Pre-Post alarm video buffering.	
14	Compliance	ONVIF S	
15	Power supply	Power over Ethernet	

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16	Defog	Off/Low/Middle/High	
17	ROI	Support 4 zones, Multi-stage level	
18	Motion detection	Set detection zone, Multi-level sensitivity can be set	
19	Privacy Mask	4 zones	
20	ANR	Support	
21	Network Interface	RJ45 10M/100M network adaptive	
22	Analog video output	1CH 1.0Vp-p complex video output	
23	Audio	Line input/output	
24	Alarm input	2CH input	
25	Alarm output	1CH output	
26	Reset	Support	
27	RS485	Support	
28	SD card	Support Max 128G, Micro SD(SDHC /SDXC) card local-storage	
29	Certifications	CE, FCC, UL/EN/IEC or Equivalent Indian Standard	

Specification for 64 Channel NVR			
MAKE:-		MODEL:-	
Sl.No.	Description		Compliance (Yes/No)
1	Support up to 64 numbers of full HD IP camera inputs. Monitoring, Controlling and Recording along with Network management and shall be compatible with the supplied Cameras. No third party software will be accepted. Shall be compatible with the Windows and LINUX (any flavour) Operating System supplied. With due compatibility with the video management software of surveillance. Should have software features such as Control Functions, Camera I/O Functions, Network Control and management and Recording and Archival of Video. License of Video Management shall be inbuilt with NVR.		
2	ONVIF Compatible	Yes	
3	Internet access	Must be accessible through internet.	
4	Encoder	Must support H.264/ H.265, individually for all channels	
5	Video output	Minimum 1 channel VGA, 1 Channel HDMI	
6	Must have the capability to configure all IP camera settings connected to NVR		
7	Operating temp	0 to 50 degree C	
8	Recording resolution	Minimum 1080p, "1920X1080",	

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		“1280X1024”, “1280X720”,	
9	Playback mode	Regular playback, instant replay, event playback, external file playback	
10	Playback capability	4ch 4K/5MP, 9ch 3MP, 16ch 1080p/960p/720p	
11	Playback operations	Play, Stop, Rewind, Next File, Previous File, Next Camera, Previous Camera, Fast play, Slow play, Single frame, Backup, Screenshot, Full screen selection	
12	VGA/HDMI output	1920x1080P, 1280X1024, 1280x720, 1024X768	
13	Backup mode	Network backup, USB HDD, USB writer	
14	Network interface	2 RJ-45, 10/100/1000Mbps self-adaptive Ethernet interface, 1 RS-232 interface (for parameters configuration, maintenance , transparent channel); 1 RS-485 keyboard interface (for special keyboard control) 1PCS 2.0 USB port, 1PCS 3.0 USB port, HDMI port/VGA, Alarm In/Out	
15	Record storage path	Local, Network, NAS, IPSAN	
16	Network protocol	TCP/IP, DHCP, PPPoE, FTP, DNS, DDNS,	
17	Power supply	230 V AC	
18	HARD DISK	8 SATA ports, up to 6TB each HDD, 1 E-SATA	
19	Raid mode	Raid0, Raid1, Raid5, Raid6, Raid10	
20	Certifications	CE, FCC, UL/EN/IEC or Equivalent Indian Standard	

Specification for POE 24 port managed L2 switch			
MAKE:-		MODEL:-	
Sl.No.	Description	Features	Compliance (Yes/No)
1	Port Connector	10/100/1000TX: RJ-45 x 24 PoE	
2	SFP Combo	Minimum 10/100/1000 RJ-45 x 2 and 100/1000 SFP x 2 with 1G SFP Module(SM)	
3	Console Port	RJ45 x 1	
4	Switching capacity,	Min 52 Gbps (Full Duplex)	
5	Power input	230 v ac	
6	Operating temp	0 to 40 degree C	
6	VLAN IEEE 802.1Q, Port-based VLAN		
7	IP Access security, port security, DHCP Server, IEEE 802.1x		

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8	Port trunking, Static IEEE 802.1p QoS/CoS/ToS/DSCP priority queuing	
9	All ports shall support PoE with support Class 3. All ports must support current and power output for the cameras to be quoted in the bid.	

Other Items		
Sl. No.	Description	Make & Model
1	5 KVA online UPS with 1 hour battery back up <ul style="list-style-type: none"> ◆ Double Conversion True On Line UPS ◆ Inbuilt Galvanic Isolation Transformer ◆ PWM With IGBT Technology ◆ Input Voltage :- 180V - 270V ◆ Output Voltage :- 230V \pm 1% ◆ Input Frequency :- 50Hz \pm 1% ◆ Power Factor :- 0.8 Lag to Unity ◆ DC Voltage - 180V DC 	
2	6U/12U Racks/Brackets for installation of cameras and other items	
3	CAT 6 Cables 6000 Meters	
4	55 Inch LED Display	

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SECTION-V

COMMERCIAL OFFER

Place:
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Price Bid for CCTV Surveillance System
(To be in Company letter head)

Sl.No.	Particulars	Make & Model Name	[A] Quantity	[B] Unit Price for the Equipment (INR)	[C] Taxes as Applicable Per Unit (INR)	Total Unit Price Including Tax (B + C)	[D = A x (B+C)] Total Cost (INR)
1	IP Bullet Camera (With POE)		09				
2	IP Dome Camera (With POE)		52				
3	64 Channel NVR + Video Management Software		1				
4	55 Inch HD LED TV		2				
5	5 KVA Online Power System		1				
6	Cat-6 Cable STP (UOM @ Meter)		2000				
7	CAT-6 Cable UTP (UOM @ Meter)		3000				
8	ISI standard PVC pipe (Heavy Duty) for UTP Cable wiring with Screw, Wall grip etc. (UOM @ Meter)		5000				
9	24 Port Network Switch 10/100/1000 High Speed With POE		4				
10	6U Wall Mounting Rack for Network Switch with Power Manager		3				
11	12U Wall Mounting Rack with Cable Manager, Power Manager, Mounting kit etc		1				
12	Labor charges for cabling with PVC pipe and accessories (UOM @ Meter)		5000				
13	One time Installation, Integration & Hand holding		LS				
Grand Total Amount (Inclusive of all taxes) =							

Place:
Date:

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- ❖ Prices shall be quoted inclusive of all taxes, duties, freight and forwarding and cost of labour for installation.
- ❖ Printed brochures of items quoted should be enclosed with make & model.

Draft Service Level AGREEMENT

An agreement made this _____ (enter date of Agreement) __between__ (enter your firm's name & address) __ (hereinafter called "Bidder", which expression shall, where the context so admits, be deemed to include his heirs, successors, executors and administrators of the one part and the {TENDERING AUTHORITY} which expression shall, where the context so admits, be deemed to include his successors in office and assigns of the other part.

Whereas the Bidder has agreed with the {tendering authority} for Supply, Installation, Implementation and Maintenance of IP Based CCTV Surveillance System, as mentioned in the "Scope of Work" of RFP vide ENQ No. _____, to the {tendering authority name and address}, all those articles set forth in Our Work Order No. _____ Dated _____ appended hereto in the manner set forth in the conditions of the bidding document and contract appended herewith and at the rates set forth in the said order.

And whereas the approved Service Provider has deposited a sum of Rs. _____ in the form of Bank Draft No. / Banker Cheque/ Bank Guarantee No. _____ dated. _____ valid upto _____ as security for the due performance of the aforesaid agreement which has been formally transferred to {tendering authority name and address}.

Now these Presents witness:-

1. In consideration of the payment to be made by the {tendering authority} through cheque/ DD at the rates set forth in the Work Order hereto appended the Bidder, will duly execute the said articles set forth in Our Work Order No. _____ dated ___/___/20___, thereof in the manner set forth in the Tender Call Notice, Instructions to Bidders, Terms of Reference, General and Scope of work of the Tender, Technical Bid and Financial Bid along with their enclosures.
2. Tender Call Notice, Instructions to Bidders, Terms of Reference, General and Scope of work of the Tender, Technical Bid and Financial Bid along with their enclosures enclosed with the Tender Notice No. _____ dated. ___/___/20___ and also appended to this agreement will be deemed to be taken as part of this agreement and are binding on the parties executing this agreement.
3. Letter Nos. _____ dated _____ received from {bidder name} and letter Nos. _____ Dated _____ issued by the {tendering authority} and appended to this agreement shall also form part of this agreement.

Place:
Date:

Signature & Seal of the Bidder

4. The {tendering authority} do hereby agree that if the approved Service Provider shall duly execute the said articles in the manner aforesaid observe and keep the said terms and conditions, the {tendering authority} will through Cheque/DD pay or cause to be paid to the approved supplier at the time and the manner set forth in the said conditions, the amount payable for each and every consignment.

SLA Objectives:- Bidder shall provide services as per SLA matrix, which defines maximum acceptable response as well as rectification time for resolving the problem.

SLA Duration:-

- i. Timing : 24 X 7
- ii. Prime Business Hours : 09:00 AM to 09:00 PM (Monday to Saturday)
- iii. Extended Business Hours : 09:00 PM to 09:00 AM (Monday to Saturday, Sunday and all State Government Holidays)

SLA Matrix :-

Sl. No.	Measurement Parameter	Service Level	Penalty
1	Time to resolve complaints after lodging the complaint	Within next 48 hours of lodging the complaint	No Penalty
		> 48 Hours of lodging the complaint	A penalty of Rs. 200 for every day, subject to maximum 10% of the cost of the equipment.
2	Absence of Video Recording	100% (365 x 24 hours) Excluding power cut duration	A penalty of Rs. 500/- per day per camera shall be levied in case of continuous absence of Video Recording for 24 hours, subject to maximum 10% of the cost of the equipment.
3	Availability of Helpdesk (CCTV Operator)	Help Desk Operator should be available from Monday to Saturdays from 9.00 AM to 9.00 PM.	A penalty of Rs. 500/- per day of absence shall be levied in case of absence of Helpdesk Operator for one day.

All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided by the {tendering authority} and the decision of the {tendering authority} shall be final.

Place:
Date:

Signature & Seal of the Bidder

In witness whereof the parties hereto have set their hands on the _____ day of _____ (Year).

Signature of the Approved
Supplier/ bidder

Signature for and on behalf of
tendering authority

Designation:

Designation:

Date:

Date:

Witness No.1

Witness No.1

Witness No.2

Witness No.2

Place:
Date:

Signature & Seal of the Bidder