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**OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E), WEST BENGAL  
2, GOVT. PLACE (WEST), TREASURY BUILDINGS, KOLKATA-700001.**

**Notice Inviting Tender**

**Tender Document For  
AMC of CCTV Surveillance System  
at the  
O/o the Pr. Accountant General(A&E), W.B**

No. Record-I/CCTV/2020-21/

Date: 28.10.2020

The Office of the Pr. Accountant General (A&E), West Bengal invites open tenders in sealed covers from reputed firm for annual maintenance support (non-comprehensive) in respect of CCTV Surveillance Systems installed in this office. The details of the system are given in Annexure-I attached herewith.

**BID Information sheet**

1	Tender no.	Record-I/CCTV/2020-21/ Dated: 28 .10.2020
2	BID submission	Submission of bid through sealed envelopes.
3	Type of Bid	Two bid system (Technical & Financial)
4	Last date & Time of submission of BID	12:00 Hrs: on 19/11/2020
4	BID opening date & time	Pre-qualification: 1 PM on 19/11/2020 Technical:- 12:00 hrs : on next working day after the date of submission of Tender
5	Amount of EMD to be deposited	Rs. 10,000/- (Rupees ten thousand) only in favour of <b>PAO (Audit) O/o The Pr. Accountant General (A&amp;E) W.B.</b>
6	Duration of contract	One year from the date of award of contract. However the same may be extended, if required, on same terms & conditions on mutually agreed basis.
7	Name., Designation , Address &	The Sr. Accounts Officer (Record)

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other details (For submission of tender document)	Office of The Pr. Accountant General (A&E) West Bengal 2 Government Place (West) Treasury Building Kolkata-700001
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The tenderer firm must have at least five years experience and expertise of maintenance support as well as supply of different types of accessories in respect of CCTV Surveillance System in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Bodies etc. All intending firms are requested to furnish their respective quotations within 19/11/2020 (till 12 O'clock). Selected firm will have to render Annual Maintenance Service (non-comprehensive) for the CCTV Surveillance System of this office subject to adherence of the following terms and conditions.

**1. Availability of Tender Document: -**

(i). Complete tender documents are available on this office website: <http://agwb.cag.gov.in>. Participant bidders should download it.

(ii). Last date for seeking clarification, if any, 10 days prior to schedule date of opening of tender document. Bidders are also advised to check this office website regularly for amendments, if any.

**2. Pre-qualification criteria:** - All the intending firms have to fulfill the following criteria:

**2.1 Earnest Money Deposit:**

i) Refundable, interest free Earnest Money Deposit (EMD), of Rs. 10,000/- (Rupees ten thousand) only in the form of Demand Draft drawn in favour of PAO (Audit), O/o the Pr. Accountant General (A&E). W.B. is required to be submitted.

2.2 EMD will be returned to the unsuccessful bidders after completion of tender process.

**2.3. Tenders received without EMD/inadequate EMD shall be summarily rejected .**

2.4 The EMD shall be forfeited:

- If the bidder, withdraws the bid during the period of bid validity specified in the Bid.
- In case a successful bidder fails to furnish the Security Deposit.
- if the contractor fails to commence the work within the stipulated date as mentioned in the Letter of Award.

**2.5 PERIOD OF CONTRACT (AMC)** AMC shall be for a Period of 1(One) Year from the date of issuance of award of contract/ work order. AMC for all items may be extended for further period, if required, at same rate, terms and conditions, at the discretion of this office, subject to satisfactory performance of the Agency.

**3 Credentials of the bidder:**

3.1 The bidder must have at least one year experience during last 5 years for rendering

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maintenance service of CCTV Surveillance System of project value of at least **Rs. 15 lakh** / Work order for AMC of CCTV Surveillance System more than **Rs. 1 lakh** as well as supply of different types of accessories in respect of CCTV Surveillance System in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Body. Documents in that respect and work completion certificate must be attached.

3.2 The bidder should have valid PAN, Trade licence, GST Registration, etc. Supporting papers duly signed by the bidder should be attached.

3.3 The bidder must have a registered office/branch office situated at Kolkata and should have work experience from Kolkata at least one year during last 5 years with similar maintenance work of CCTV Surveillance System in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Body of project value of at least **Rs. 15 lakh** / the annual AMC cost of such work should be more than **Rs. 1 lakh**. Documents in that respect and work completion certificate must be attached.

3.4. The bidder firm should not be defaulted/black listed/banned by any Government/Public Sector organization/department in India.

3.5. The bidder shall provide undertaking For Unconditional Acceptance of Terms & Conditions of the Tender Document on Company's Letter head signed by Authorized Signatory.

**Note: (i). Bidder must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above.**

(ii). All documents in respect of "Pre-qualification Criteria" should be submitted in a separate sealed cover having inscription "Pre-qualification Criteria".

**4. Technical Bid:** - Two-part bid system shall be adopted, i.e., Techno-Commercial Bid and Financial Bid.

4.1 Technical Bid will be opened for only those bidders who qualify satisfactorily based on "Pre-qualification Criteria" stated above.

4.2. Intending firms may also furnish additional information (with supporting accredited certificates/documents from respective authority or organization) which they deem essential to establish their expertise and capabilities.

4.3 Intending firms should have to submit a list containing staff pattern including the technicians. The firm should have to make it clear regarding the number of allotted technicians in the zone in which this office belongs and at the same time data relating to the number of CCTV Surveillance System (office wise) they are responsible to render services should be furnished.

4.4 Intending bidders should have to submit certificates issued from various client offices stating therein the concerned firm's performance so that this office may get a notion regarding the standard of their rendered services against the respective CCTV Surveillance System.

4.5 Since the type of AMC is non-comprehensive, if any defected accessory is required to be changed, that should be replaced by the same brand or equivalent/higher quality as available in the market and the actual cost of such replacement of accessory whenever required will be borne by this office on production of original bill.

4.6 If any accessory of CCTV Surveillance System is required to be taken out from this office, with due approval, for repair/replacement, only the actual cost of such repair/replacement will be borne by this

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office; no extra cost in this regard will be entertained.

4.7 If the firm happens to be having no dealership with the aforesaid brands, an undertaking regarding authenticity of the spare parts to be supplied is needed to be provided.

4.7 The bidder(s) qualified for Technical Bid will have to appear before the committee of this office and if required, demonstration will also have to be presented. Subject to satisfactory performance before the committee along with other criteria, the bidder(s) will be qualified for the Financial Bid.

4.8 All supporting documents, certificates, papers etc. as stated above for technical bid are required to be submitted in a sealed envelope with superscription "Technical Bid for rendering maintenance support against Annual Maintenance Contract (non-comprehensive) of CCTV Surveillance System".

4.9 Bid shall remain valid for 120 days after the date of bid opening. The bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

**4.10 LATE BIDS:-** Bidders are advised in their own interest to ensure that bids may be uploaded/submitted before the closing date and time. Any bid received after deadline for bid submission, will be rejected and will not be considered.

4.11 **ONE BID PER BIDDER** Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the proposals with the bidder's participation to be disqualified.

4.11 **MODIFICATION AND WITHDRAWAL OF BIDS** Bid withdrawal/modification shall not be allowed after end date and time of bid submission. ii. Withdrawal of a bid between the deadline for submission of bids and the expiration of the period of bid validity specified in the tender or as extended, may result in the forfeiture of the bid security. No bid may be modified after the deadline for submission of bids.

4.12 **CLARIFICATION OF BIDS** To assist evaluation and comparison of the bids, the Purchaser may at its discretion ask the bidder for clarification of the bid. The clarification and response from bidder shall be in writing.

4.13 This office reserves the right to accept or reject any or all the tenders without assigning any reason.

## **5. Financial Bid: -**

5.1 The Financial bids will be opened in case of only those bidders who will be qualified in the "Technical Bid" by this office.

5.2 Quoted rate (including GST to be shown separately) for rendering non-comprehensive maintenance services against CCTV Surveillance System of this office must have the validity period for one year w.e.f. selection of the bidder.

5.3 "Financial Bid" should be submitted in a separate sealed cover duly signed by authorized person on behalf of each firm.

## **6. Other Terms and Conditions: -**

6.1 Security Deposit: - Successful bidder will require to deposit 10% of their quoted rate for this non-comprehensive AMC as "Security Deposit" in the form of Demand Draft in favour of PAO (Audit) of O/o the Pr. Accountant General (A&E), W.B. within 7 (seven) days from the date of appointing as selected firm for rendering non-comprehensive maintenance services against the CCTV Surveillance System of this office. Earlier deposited amount of Rs. 10,000/- (Rupees ten thousand) only as EMD may be adjusted for this purpose. The total "Security Deposit" of 10% of their quoted rate for this non-

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comprehensive AMC will be refunded after expiry of sixty days on completion of one year non-comprehensive maintenance services satisfactorily by the concerned firm.

6.2 The vendor should inspect the CCTV system/machines on any working day between 11.00 am and 4.00 pm before submitting the quotation and no request thereafter regarding the status of the system will be entertained.

6.3 Visit for prevention/checking/correction of the CCTV Surveillance System of this office by the selected bidder as a remedial measure must be conducted at least twice a month and a certificate against each such visit regarding the current status of the system mentioning the period of CCTV footage retention will have to be produced to this office.

6.4 All break-down calls will have to be attended within 24 hours and have to be restored within 48 hours. Any unjustified delay in this regard will attract a penalty of 1% of the contract value against each day.

6.5 Payment will be made, following applicable rules, in two equal installments after rendering six months satisfactory service.

6.6 No subletting of the contract will be allowed.

6.7 This office reserves the right to accept or reject even the lowest bidder or any bidder without assigning any reason at any point during the process of tendering. This office also reserves the right to discontinue the work at any stage without assigning any reason. The decision of the Pr. Accountant General (A&E), W.B. will binding on this issue.

6.7. "Pre-qualification Criteria", "Technical Bid" & "Financial Bid" respectively should be submitted in another envelop with superscription "Quotation for Annual Maintenance Contract (non-comprehensive) of CCTV Surveillance System" addressing to the Sr. Accounts Officer (Record), O/o the Pr. Accountant General (A&E), W.B., Treasury Buildings, Kolkata-700 001. Quotation should be submitted to Record-I section at 1st floor of Treasury Buildings within 12 noon on 19/11/2020. Envelopes of "Pre-qualified Criteria" against each participant firms will be opened at 1 P.M. on that day while Technical Bid (only for qualified bidders of "Pre-qualification criteria") will be opened at 12 noon on the next working day at the chamber of Sr. Accounts Officer (Record) of this office in presence of the participant bidders, if any. The dates of appearing of the bidder(s) before the committee of this office and demonstration (only for qualified bidders of "Pre-qualification criteria") and date of opening of "Financial Bid" (only for qualified bidders of "Technical Bid") will be intimated subsequently to the bidder concerned.

Encl: i) Bidding sheet  
ii) Annexure-I

**Sr. Accounts Officer (Record)**

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**OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E), WEST BENGAL  
2, GOVT. PLACE (WEST), TREASURY BUILDINGS, KOLKATA-700001.**

**BIDDING SHEET**

Ref: NIQ No. Record-I/CCTV/2020-21/

Dt. 28/10/2020

Name of the work	Price in figure (Base Price + GST)	Price in Words (Including GST)
Annual Maintenance Contract (non-comprehensive) of the CCTV Surveillance System of Treasury Buildings complex		

**GENERAL INFORMATION ABOUT THE BIDDER**

Sl	Details of Information:-
1	1 Name of the Company
	1a Postal Address 1b Telephone / FAX No. 1c E-mail address & Website
2	Type of Company /firm (Attach Proof )
3	Name and designation of the representative of the Bidder to whom all reference shall be made to expedite technical co-ordination.

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4	Has any Govt. Dept / Undertaking ever debarred the company / firm from executing any work?	
55	Reference of any other information attached by the company (give details of attachment)	

I/we hereby agree to all the terms and conditions as given in the NIT  
No. Record-I/CCTV/2020-21 Dt. 28/10/2020.

Date:

**Signature of Authorized Signatory**

**(Office seal)**

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**Annexure-I**

Important components of CCTV Surveillance system of Treasury Buildings complex:

SI No	Item Names	Quantity	
1	<b>Camera</b>	Small sized indoor network camera. Fixed lens and adjustable focus. Multiple, individually configurable H.264 and motion JPEG streams; max HDTV 720p or 1MP resolution at 30 fps video motion detection. Connects over wired Ethernet. Micro SD/SDHC memory card for edge storage	5
		2MP WDR IP IR Bullet camera	1
		2MP WDR IP IR Vandalproof Minidome camera	4
		2MP WDR IP IR Minidome Camera with day/night;1/2.8.CMOS sensor, H 264/MUPEG;2.8 to 12 mm motorized zoom Lens; Vandal resistant; IR 30 mt distance, PoE/12 V DC/24 V AC	9
2	<b>Work Station</b>	Intel i7/8GB memory/500 GB HDD/DVD RW/2GB graphics card/Keyboard/mouse/21.5" Monitor. Storage:- 4 Bay Network storage with 3 x 6 TB HDD	1
		Intel i7/4 GB memory/8 TB HDD/1GB graphics card/DVD RW/19.5" Monitor/Windows OS	1
3	<b>Display unit</b>	Intel i5/4GB memory/500 GB HDD/3 PCI/DVD RW/Monitor 18.5"/Windows OS	1
		Intel 13/4GB memory/500 GB HDD/PCI Interface/1 GB graphics card/DVD RW/19.5" Monitor/Windows OS	1
4	<b>POE Switch</b>	24 port POE with 2 SFP ports(1 SFP loaded)	1
		8 port POE Switch	1
		16 port POE Switch	1
		6 port Rack mount LIU	2
5	<b>Rack</b>	6U Wall mount Rack	3
6	<b>Video Management Software</b>	Video Management Software with 8 channel	1
		Video Management Software with 16 channel	1
7	<b>Converter</b>	Multimode Gibabit Media converter	1
8	<b>Cable</b>	Cat 6 cable	1100 mtr (apx)
9	<b>UPS</b>	1 KVA online UPS with 30 minutes back up	1
10	<b>Other accessories</b>	Cat 6 I/O box with back box, Cat 6 patch chord, OFC Patch chord SC-SC/LC, 4 core MM unarmoured OFC, PVC pipe, PVC saddle, PVC box, Flexible pipe etc.	