



OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A. & E.), GUJARAT,
Race Course Road, Rajkot-360001
Phone No: 0281-2441600-06(PBX) Fax No: 0281-2456238

No. ITS Cell/CCTV/AMC/2020-21/
Date : 20.05.2020

Subject : Annual Maintenance Contract (AMC) for CCTV Cameras and accessories attached to it for period starting from 01.07.2020 to 31.03.2021 (09 months)

Sir,

Bids/quotations are invited in sealed cover for Comprehensive Annual Maintenance Contract (AMC) of various CCTV Cameras and related hardware installed in this office.

The detailed list of various CCTV Cameras and accessories installed in this office for which AMC for the period starting from 01.07.2020 to 31.03.2021 is required to be taken is attached herewith in Annexure-A.

Further, the vendors should submit their offers in the prescribed Annexure-B duly considering the terms and conditions mentioned in Annexure-C.

The bids / quotations should be submitted in a sealed cover to Sr. Accounts Officer/ITS Cell latest by 16:00, 10.06.2020.

Rate should be quoted per item and inclusive of GST and all taxes & charges. GST Number should invariably be mentioned in the quotation/bids.

Experience certificates in respect of Annual Maintenance Contract of CCTV Cameras should be attached with the bid/quotation.

The bid documents are also available on http://agguj.cag.gov.in/agrajkot_index.aspx

Sd/-

Sr. Accounts Officer/ITS Cell

O/o the Accountant General (A&E), Gujarat, Rajkot

To,

Jalaram Infotech

303, Sagar Arcade, Opp. Swaminarayan Gurukul, Gondal Road, Rajkot

Annexure-A

AMC FOR CCTV CAMERAS AND CONNECTED HARDWARE

Sr. No	ITEMS	Quantity	Warranty Period		AMC Period	
			Start Date	End Date	Start Date	End Date
1.	HIKVISION 32 CH 4K NVR DS-9632NI-18	1	11.01.2019	10.01.2021	11.01.2021	31.03.2021
2.	HIKVISION 2 MP IP DOME CAMERA DS-2CD23221G0-1 2.8 mm	6	11.01.2019	10.01.2021	11.01.2021	31.03.2021
3.	HIKVISION 30mtr 2 MP IP BULLET CAMERA DS-2CD2T21G0-1 4 MM	8	11.01.2019	10.01.2021	11.01.2021	31.03.2021
3.	HIKVISION 50mtr 2 MP IP BULLET CAMERA DS-2CD2T21G0-1 6 MM	10	11.01.2019	10.01.2021	11.01.2021	31.03.2021
4.	SEAGATE SV 8 TB HARD DISK	8	11.01.2019	10.01.2022	Since the item is in warranty period, only services required on call basis.	
5.	LG 43" LED Commercial TV 43LU340C	1	11.01.2019	10.01.2022	Since the item is in warranty period, only services required on call basis.	
6.	APC 1 KVA ONLINE SMART-UPS RC 1000 VA 230V SRC1K1-IN	1	11.01.2019	10.01.2020	01.07.2020	31.03.2021
7.	AE Connect 26 Port with 2 Giga Port 2Xrj45, 2 SFP AE24PSN2GC	3	11.01.2019	10.01.2020	01.07.2020	31.03.2021
8.	HIKVISION 32 CH 4K NVR DS-7732NI-E4 [DS-7P16NI-E4]	2	11.01.2019	10.01.2021	11.01.2021	31.03.2021
9.	LG 24" LED Monitor (Desktop) 24M38H	2	11.01.2019	10.01.2020	01.07.2020	31.03.2021
10.	HIKVISION 2 MP IP DOME CAMERA DS-2CD23221G0-1 2.8 mm	1	26.01.2019	25.01.2021	26.01.2021	31.03.2021
11.	ASUSTOR NAS [8 Bay, Intel Celeron Quad-Cord 2GB DDR3] AS6208	1	26.01.2019	25.01.2020	01.07.2020	31.03.2021
12.	SEAGATE SV 8 TB HARD DISK	8	26.01.2019	25.01.2022	Since the item is in warranty period, only services required on call basis.	

Annexure – ‘B’

Name of the Firm.....
Registered /Postal Address.....
Telephone No.....
E-mail.....
PAN No.....
GST/VAT/TIN No. (If applicable).....
Service Tax Registration (If applicable).....

Sr. No	ITEMS	Qty	AMC Period		AMC Charges per item including GST	Total Amount including GST
			Start Date	End Date		
1.	HIKVISION 32 CH 4K NVR DS-9632NI-18	1	11.01.2021	31.03.2021		
2.	HIKVISION 2 MP IP DOME CAMERA DS-2CD23221G0-1 2.8 mm	6	11.01.2021	31.03.2021		
3.	HIKVISION 30mtr 2 MP IP BULLET CAMERA DS-2CD2T21G0-1 4 MM	8	11.01.2021	31.03.2021		
3.	HIKVISION 50mtr 2 MP IP BULLET CAMERA DS-2CD2T21G0-1 6 MM	10	11.01.2021	31.03.2021		
4.	SEAGATE SV 8 TB HARD DISK	8	Since the item is in warranty period, only services required on call basis.			
5.	LG 43" LED Commercial TV 43LU340C	1	Since the item is in warranty period, only services required on call basis.			
6.	APC 1 KVA ONLINE SMART-UPS RC 1000 VA 230V SRC1K1-IN	1	01.07.2020	31.03.2021		
7.	AE Connect 26 Port with 2 Giga Port 2Xrj45,2 SFP AE24PSN2GC	3	01.07.2020	31.03.2021		
8.	HIKVISION 32 CH 4K NVR DS-7732NI-E4 [DS-7P16NI-E4]	2	11.01.2021	31.03.2021		
9.	LG 24" LED Monitor (Desktop) 24M38H	2	01.07.2020	31.03.2021		
10.	HIKVISION 2 MP IP DOME CAMERA DS-2CD23221G0-1 2.8 mm	1	26.01.2021	31.03.2021		
11.	ASUSTOR NAS [8 Bay, Intel Celeron Quad-Cord 2GB DDR3] AS6208	1	01.07.2020	31.03.2021		
12.	SEAGATE SV 8 TB HARD DISK	8	Since the item is in warranty period, only services required on call basis.			

Annexure – 'C'

ANNUAL MAINTENANCE CONTRACT OF VARIOUS CCTV CAMERAS AND HARDWARE ATTACHED TO IT FOR THE PERIOD STARTING FROM 01.07.2020 TO 31.03.2021

Invitation to bid:

1. Quotations/Bids are invited for providing Comprehensive maintenance services for CCTV Cameras and connected Hardware (Accessories) installed at the Office of the Accountant General (A&E), Gujarat, Rajkot.

The details of the CCTV Cameras and Hardware (Accessories) are as given in Annexure attached to this document. The actual number may either increase or decrease at the time of commencement of contract or at any time during the contract period. Any of the above hardware systems may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be payable at *pro rata* basis. Similarly, equipment can be added during the period of Annual Maintenance Contract and maintenance charges will be paid at pro-data basis.

The maintenance support agency (hereafter referred to as "agency" in this document) is required to submit their quotation in a sealed cover, superscripted "Quotations for Comprehensive AMC of various CCTV Cameras and connected Hardware for period starting from 01.07.2020 to 31.03.2021. Quotation/bid should reach Sr. Accounts Officer/ITSC 1st Floor, Office of the Accountant General (A&E), Gujarat, Race course Road, Rajkot-360001" latest by 16.00 hours on 10.06.2020.

2. Quotations will be opened on the same day at 17.15PM hour in the presence of Committee Members and IT Officials in the Chamber of Sr. Dy. Accountant General (Admn).
3. The decision of the Head of this office will be final on awarding Annual Maintenance Contract on Comprehensive basis and shall be final and binding to the agency.

Scope of the work

The broad responsibility areas of the Contractor will inter alia be as under:

Annual Maintenance Contract for CCTV Surveillance system which consists of Hikvision Bullet and Dome Cameras, NVR 32 Channel accessories etc. as mentioned in the Annexure-'A' shall be maintained by the contractor with periodic maintenance i.e. once in every three month or whenever it is required during the contract period to ensure its proper functioning of CCTV Surveillance System.

In case any technical snag it should be attended within 24 hours.

- a) Attending to break down calls on urgent basis.
- b) A quarterly maintenance chart should be maintained and get it signed from concerned officer.
- c) Free replacement should be provided in case of any defect/fault/failure in any spare part related to CCTV system during the contract period.

General Conditions:

1. We reserve the right to increase or decrease quantities of any item of the work and the agency shall maintain the same at the rate quoted for similar hardware item.
2. No transportation charges, whatsoever shall be paid by this office for any type of services.
3. It shall be the responsibility of the agency to ensure that sufficient number of standby equipment/components shall be kept at this office to meet the stipulated response time.
4. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems.
5. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract.

The decision of Head of this Office regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

6. The agency shall maintain adequate standby equipment of equivalent configuration for handling major repairs and requiring shifting of such equipment to their test and repair centre.
7. The agency should respond within a day on query or service request raised by this office during the contract period.
8. Service request should include shifting of hardware and retrieval of data from the Network Video Recorder and Network Attached Storage whenever it is required by this office.

Bank Guarantee:

1. Performance Security @10% on the total amount of the annual maintenance contract as per General Financial Rules.

Penalty:

1. If the services provided by the agency under this maintenance services contract are not to the full satisfaction of this Office, the maintenance contract may be terminated by this office and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of Head of this Office in this regard shall be final and binding to the agency.
2. In case of non-compliance with the contract, we reserve the right to cancel/rescind/revoke the contract and impose suitable penalty in proportion to the damages.
3. The maximum response time for repairing the system shall not be more than one day. After continuous three days of time, if agency fails to repair system/providing equivalent standby equipment, an amount of `300.00 per system/sub-system per day as penalty will be applicable.

Payment Terms and condition:

1. The payment to the contractor will be made on successful completion of each quarter against invoice with GST Number and PAN number. TDS, Service tax and any other applicable taxes as per prevailing rates, will be deducted before making the payment. An amount of 2 per cent as GST will be debited from the quarterly payment.
2. The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and charges applicable. No price escalation of prices shall be permitted on any ground.

Sd/-

Sr. Accounts Officer/ITSC
O/o the Accountant General (A&E), Gujarat
Race course Road, RAJKOT-360 001