



CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organization under the Union Ministry of Human Resource Development, Govt. of India)
"Shiksha Kendra", 2, Community Centre, Delhi - 110092 .

F-381(B)/Maint./2016/

Dated. 08/08/2016

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Sub.: Sealed quotation for Annual maintenance Contract for CCTV system installed at C.B.S.E, H.Q, Building, Preet Vihar, Delhi-110092.

Sir,

The Board intends to invite quotation for "AMC of CCTV system installed at CBSE, Shiksha Kendra building "from specialized agencies" having executed minimum 3 works of equivalent magnitude. An EMD of Rs 3000/- in the form of DD/BD payable to the Secretary, CBSE and experience documents be attached along with the quotation format. Sealed quotation complete in all respect must be submitted on or before 23/08/2016 up to 02:00 P.M & dropped in the tender box placed at Reception counter, Shiksha Kendra, 2 Community Centre, Preet Vihar, Delhi-110092. Sealed quotations shall be opened on the same day at 3:00 p.m.in the presence of tenderers.

Incomplete and conditional quotations shall be summarily rejected. The Secretary, CBSE reserves the right to reject any or all the quotations without assigning any reason thereof.

Yours faithfully

(RAHUL TYAGI)
ASSISTANT ENGINEER (CIVIL)

GENERAL CONDITIONS OF CONTRACT

1.1 PROJECT DESCRIPTION

This contract is intended for AMC of CCTV system .

1.2 SCOPE OF WORKS.

Following are the full description of the works that you require to be complete:

- 1.2.1. The planned preventive maintenance and fault repair including all parts and components of the CCTV system.:-
 - a. Cameras, lenses, housings, wipers, heaters, pan/tilt heads, telemetry receivers, interconnecting cabling and wiring, power supply adaptors
 - b. Camera mounting posts, brackets, conduits and protective covers.
 - c. Power supplies to camera sites from the Electricity Company cut out.
 - d. However the change of Power supply / Adaptor will be carried out by you.
- 1.2.2 The planned preventative maintenance and fault repair including all parts and components of the control room equipment, viz.:-
 - a. Monitors, video recorders, multiplexers, video printers, video matrix, control system, UPS, keyboards, tape degausser, cooling fans, interconnecting cabling and wiring.
 - b. Power supplies to CCTV equipment and BT racks.
 - c. Functional repairs to consoles and equipment racks.
- 1.2.3 The planned preventive maintenance and fault repair of any equipment located outside of the CCTV control room

1.2.4. Repair of any Defects.

The Contractor will be required to carry out any defect repairs and undertake a full preventative maintenance service at the commencement of the Maintenance Contract, such that all defects are repaired and the system returned to optimum operating performance.

1.3. MAINTENANCE PERIOD

This agreement has been prepared to cover the maintenance requirements for a period of 1 year and is subject to renewal for further one year subject to satisfactorily work performance of the agency

1.4. CONFIDENTIALITY

The Contractor shall not divulge/disclose any details of the CCTV system to any third party, either verbal or written or in any other form.

1.5 ASSIGNMENT BY CONTRACTOR

- 1.5.1 The Contractor shall not without the consent in writing of the Board, which shall not be unreasonably withheld, assign or transfer the Contract or the benefits or obligations thereof or any part thereof to any other person, provided that this shall not affect any right of the Contractor to assign, either absolutely or by way of charge, any monies due or to become due to him under the Contract.

- 1.5.2 The Contractor shall not, without the consent in writing of the Board, which shall not be unreasonably withheld, sub-let the Contract or any part thereof, or make any sub-contract with any person or persons for the execution of any portion of the Maintenance Services but the restriction contained in this clause shall not apply to sub-contractors for materials, for minor details, or for any part of the Maintenance Services of which the makers are named in the Contract. Any such consent shall not relieve the Contractor from his obligations under the Contract.

1.6 DEFAULTS AND TERMINATION OF AGREEMENT

- 1.6.1 If the Contractor fails to execute the Maintenance Services or any part thereof with due diligence and expedition, or shall refuse or neglect to comply with any reasonable orders given him in writing by the Board in connection with the Maintenance Services, or shall contravene any provision of the Contract, the Board may give seven days' notice in writing to the Contractor to make good the failure, neglect, or contravention complained of. Should the Contractor fail to comply with the notice within seven days from the date of service thereof in the case of a failure, neglect or contravention capable of being made good within that time, or otherwise within such time as may be reasonably necessary for making it good, then and in such case the Board shall be at liberty to employ other workmen, and forthwith execute such part of the Maintenance Services as the Contractor may have failed or neglected to do. The Contractor will be responsible for the full costs of such works.
- 1.6.2 CBSE shall have the right to terminate the Maintenance Agreement at any time, if the Contractor does not perform the maintenance works in a reasonable and acceptable manner. Termination of the Agreement shall be effective from 7 days from the serving of written notice on the Contractor by the Board.
- 1.6.3 Following termination of the Contract, the Contractor shall only be entitled to payment for works carried out to the Management's satisfaction, up to the date of termination of the Contract.
- 1.6.4 The CBSE shall have the right to terminate the Maintenance Agreement on any anniversary of the date of this Agreement. Termination of the Agreement shall be effective from the serving of written notice to the Contractor by the Purchaser.

1.7 SITE ACCESS

- 1.7.1 CBSE shall afford access to the Installation Site to the Contractor at the times stated in the Specification or other times by arrangement.
- 1.7.2 In the execution of the Maintenance Services, the Contractor shall not authorize or purport to authorize any person other than his approved employees and sub- contractors and their employees to come upon the Site, except by the written permission of the Purchaser.

1.8 CONTRACTOR'S WORKFORCE

- 1.8.1 The Contractor shall employ competent Qualified Operators, whose name or names shall have been previously communicated in writing to the CBSE by the Contractor, to carry out the Maintenance Services on the Installation Site. Any orders or instructions, which the Hotel Patliputra Ashok, Patna may give to the said Qualified Operators of the Contractor, shall be deemed to have been given to the Contractor.
- 1.8.2 CBSE shall be at liberty by notice in writing to the Contractor to object to any representative or person employed by the Contractor in the execution of the Maintenance Services who shall, in the opinion of the Board misconduct himself or be incompetent or negligent, and the Contractor shall forthwith remove such person from the Installation-Site and the Board shall not be liable to the Contractor or any other person for any costs or losses of same.

1.9 CONTRACTOR'S RESPONSIBILITY

- 1.9.1 The Contractor shall not be responsible for any failure or delay or consequence thereof in the performance of any of its obligations under this Contract owing to fire, lock-out, flood, loss of electrical power, embargo act to any other cause whatsoever beyond the Contractor's reasonable control or the after effects of any of the foregoing and whether the same take place or have effect India or elsewhere.

- 1.9.2 The Contractor shall indemnify the Board for all damage to any property or injury to or death of any person against all actions, suits,

claims, demands, costs, charges and expenses arising in connection therewith which shall be occasioned by the negligence or willful default of or breach of statutory duty by the Contractor or any sub-contractor he may employ.

1.10 PAYMENT TO CONTRACTOR

- 1.10.1 At the start of the Contract Period the Contractor shall be entitled to payment in four installments of maintenance price i.e quarterly.

- 1.10.2 All payments due to the Contractor shall be paid by the CBSE.

1.11 DISPUTES

- 1.11.1 If at any time any question, dispute, or difference shall arise between the CBSE and the Contractor, either party shall, as soon as reasonably practicable, give to the other notice in writing of the existence of such question, dispute or difference specifying its nature and the point at issue. Any dispute shall have jurisdiction in Delhi only.

1.12 CONTRACT LAW

The Contract shall in all respects be construed and operate as Contract and in conformity with the Indian Contract 1872.

1.13 SECURITY CLEARANCE

All personnel working in the Control Room or on camera equipment shall be required to get security clearance by the concerned department of CBSE Only those staff, which passes the vetting process, will be permitted to enter these areas. The Contractor shall provide such details as may be required by the concerned department of the Board for all staff and approved sub-contractors. CBSE reserves the right to reject any personnel for security reasons. No reason will be given for such decisions to reject personnel.

Terms and Conditions

1. Please quote the rates in figures as well as in words. In case of difference between the two, the rates in words shall be treated as final.
2. Complaints, if any, shall have to be attended within 24 hours, failing which penalty @100/- per week, per system.
3. The T&C of the tender should be signed by the same authorized signatory on each page.
4. Any additional information required by CBSE in respect of supply of product/goods as per schedule of work must be submitted by the tenderers on same day failing which, the offer shall be not entertained.
5. Incomplete tender would be rejected summarily without assigning any reason and the decision of the committee may be final and binding on all parties.
6. The data recorded in machines should be provided by the agency to Board for future reference and nothing extra shall be paid for DVD/Pen drive etc.
7. At the start of the contract period the contractor shall be entitled to payment in four installment of maintenance price i.e. quarterly.
8. The agency shall inspect the CCTV system & in case of any fault, submit the repairing estimate within 3-4 days for initial repair. Subsequently after needful repairs the agency shall maintain the same as per AMC parameters.
9. The CCTV system shall be maintained at optimum efficiency.
10. The complaints lodged shall be generally attended within 6-8 working hrs. (In no case the complaint shall remain unattended beyond 24 hrs.
11. In case, the complaint is not cleared within 24 hrs, penalty@ Rs 100/- per week per system, levied subject to max. ceiling of Rs 1,000/-.
12. To meet emergent requirement the agency shall be bound to replace the CCTV camera as per direction of the Engineer Incharge.
13. The agency shall depute a qualified technician monthly for routine checkup of all the machines & submit the inspection report to the Engineer Incharge.
14. The CCTV system are of 'reputed brands' hence only genuine spares shall be allowed the old parts shall be returned to the Board.
15. The agency selected shall have to provide & install genuine spare-parts after certification by the Engineer Incharge.

16. The agency must have a mail-id so that complaints are lodged through e-mail also in addition to.
17. On selection the agency shall be require to deposit 10% of the cost of work as Performance Guarantee (P.G.).
18. In case of poor workmanship, inordinate delay, deployment of unskilled manpower, defiance to the Board's instructions, non-compliance of the terms of agreement the Board reserves the right to rescind the work & forfeit the EMD.
19. In the event of repeated failure of the agency to maintain the CCTV systems at desired & efficiency & faults of similar nature is recurring, the Board shall reserves the right to Black-List the agency for future award of work.
20. In case of any dispute, the Chairman, CBSE shall appoint an Arbitrator, whose decision shall be final & binding on both; the CBSE and the agency.

I hereby declared that the above terms and conditions are acceptable to me/us.

**Signature of the tender with official seal
and complete address**

Place:

Tel/Mob No.

CENTRAL BOARD OF SECONDARY EDUCATION,
2, COMMUNITY CENTRE, PREET VIHAR, DELHI-92

Last Date for submission: 23/08/2016

Upto 2:00 p.m.

Opening of tender: 23/08/2016 on 3:00 p.m.

Name of work : AMC of CCTV system

Locations : H.Q.Bldg.at Preet Vihar, Delhi-110092.

1. Credentials of tenderer

1.1 Name of the Agency:

1.2 Office Address and :

Tel. Nos. :

1.3 PAN No. :
(with documentary evidence)

1.4 Service Tax Regd. Certificate:
(supported with documentary evidence)

2. Annual turnover for last three years:

supported with documentary evidence)

3. Experience (last three years):

3.1 Contract details fulfilling eligibility criteria:

S.No.	Year	Name of the Organization	Cost of Work Executed	Officer Concd. in the Organization with T.No.	Period From To
1.					
2.					
3.					

3.2. Present assignment in hand complying tender parameters: particularly in multi-storied bldgs. (Supported with documentary evidence)

3.4 TECHNICAL QUALIFICATION

- a. The tenderer should have executed minimum 03 works of same nature in the area AMC of CCTV system with companies of repute, preferably Govt. organizations/PSU/Autonomous organizations (Please enclose copy of the contracts executed.)
- b. The tenderer shall furnish copy of registration under Service Tax and Income Tax – giving its service tax & income tax registration number.
- c. The office of the tenderer should be located in Delhi or NCR.

3.5 Earnest Money Deposit (EMD)

1. The Govt. Departments, Public Sector Units, Small Scale Industrial (SSI) Units (only permanently registered) & agencies registered with NSIC etc., are exempted from submitting EMD.
2. SSI Units and agencies requesting for exemption from submission of EMD shall submit a copy of their Registration Certificate.
Only such SSI Units and agencies registered for the same trade/Item for which the tender is relevant shall be exempted from submission of EMD.
3. EMDs of unsuccessful tenders shall be refunded after reasonable time without interest.
4. The tenders without EMD or partial EMD shall be summarily rejected.
5. Earnest money to successful tenderers shall be returned after submitting the Initial Security Deposit (ISD) @ 10% of contract value in form as prescribed under General Financial Rules, 2005. No interest will accrue on such deposit.

4. Particulars of D.D. as Earnest money:

Amount Rs. : 3,000/-

D.D/B.D Nos. : _____

Issuing Bank with

Date of Issue : _____

1.3 Copy of the documents at Serial Nos.1.3 to 3.5 be attached.

Declaration: All terms and conditions as mentioned in the tender are acceptable to me/us.

(Signature of the Tenderer)
With complete address and seal

Tel. No.: _____

Mobile No.: _____

Place: _____

Date : _____

SCHEDULE OF WORK-I

NAME OF WORK: AMC of CCTV system installed at CBSE for one year.

S.No.	Item	Make/Model	Unit	Qty.	Rate	Amount
1.	AMC of Fixed type Analog Colour Camera along with all accessories (Make Honeywell/HIK VISIN and different makes		Each	36		
2.	AMC of fixed DVR 16 Channel, different make		Each	03		
3.	AMC of fixed DVR 4 Channel, different make.		Each	01		
4.	LED/LCD TV of any size and make (22" to 32" TV)		Each	06		
5.	Power Supply		Each	09		
6.	1.3 MP, IP Bullet Camera, 1/3" Progressive CMOS, ICR, Olux with IR, 1280x960:25fps(p)/30fps(N) 6mm/F2.0 lense (4mm, 12mm optional), H.264/MJPEG, dual-stream, IP66, DC 12V&PoE, DWDR, 3D DNR, BLC, IR range: upto 30m, Bracket included, Line crossing, Intrusion Alarm, Certification: CE, FCC and UL., make Bosch, Pelco, Axis, Hikvision and sony.	DS-2CD2010-I	Nos.	06		
7.	1.3 MP, IP Bullet Camera, 1/3" Progressive CMOS, ICR, Olux with IR, 1280x960:25fps(p)/30fps(N) 6mm/F2.0 lense (4mm, 12mm optional), H.264/MJPEG, dual-stream, IP66, DC 12V&PoE, DWDR, 3D DNR, BLC, IR range: upto 30m, Bracket included, Line crossing, Intrusion Alarm, Certification: CE, FCC and UL., make Bosch, Pelco, Axis, Hikvision and sony.	DS-2CD2010-I	Nos.	04		
8.	NVR, 80Mbps Bit Rate Input Max (up to 8-ch IP video), 2 SATA interfaces, 1U case, 19", Bosch, Pelco, Axis, Hikvision and Sony.	DS-7608NI-E2		02		
9.	8 Port Switch	Dlink	Nos.	02		
Tax (if any)						
TOTAL						

NOTE: The data recorded in machine should be provided by the agency to Board for future reference and Nothing extra shall be paid for DVD/Pen drive/Hard disk etc.

**Signature of the tenderer with official seal
And complete address**

**Place:
Tel/Mob No.**