

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE  
NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi -  
110067

TENDER DOCUMENT

TECHNICAL & FINANCIAL BID

UNDER TWO BID SYSTEMS

NAME OF WORK

Comprehensive Annual Maintenance Contract

(CAMC) For

CCTV Setup installed at NHSRC, New Delhi.

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE  
(NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi -  
110067)

DETAILED NOTICE INVITING FOR TENDER

On behalf of the Executive Director, NHSRC, the indenter, tenders are invited for hiring in a two bid from reputed, experienced professional service providers for Comprehensive Annual Maintenance Contract (CAMC) for CCTV setup of NHSRC by agencies in Delhi/NCR subject to terms and conditions of the contract notified in the tender document available on the official NHSRC website [www.nhsrcindia.org](http://www.nhsrcindia.org) for use in the NHSRC NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi-110067.

Tender - Start Date	04-March-2022
Tender document download/Sale start date/time	04-March-2022
Pre-Bid Meeting	<b>1200 Hrs</b> on 11-March-2022
Last date and time for receipt of bids	<b>14:00 Hrs</b> on 21-March-2022
Date and time for opening of Prequalification- cum-technical bid	<b>15:00 Hrs</b> on 21-March-2022
Service to be provided	Comprehensive Annual Maintenance Contract (CAMC) for CCTV setup of NHSRC
Period/Extension of contract	Up to <b>31 March 2023</b> from the date of award of contract with an option of extension for a further period of up to two years on the same terms and conditions subject to providing of satisfactory services at the sole discretion of NHSRC (subject to continuation of NHSRC)
Validity of tender offers	180 days from date of opening of prequalification - cum-technical bid
Performance Security Deposit (Only for finalized bidder)	<b>5% of the contract Value</b>

1. The tender documents & other details are available at the NHSRC website- [www.nhsrcindia.org](http://www.nhsrcindia.org) and it can be downloaded from website.

2. The duly completed sealed tender in the manner prescribed should be submitted to PAO, NHSRC concerned, at the above mentioned address up to 1400 Hrs. on 21-March-2022 and the Technical Bid shall be opened on the 1500 Hrs. on 21-March-2022 in the presence of tenderer or their authorized representative (only one) who may wish to be present.
3. The offers shall remain open for acceptance for 180 days from the date of opening of the Technical Bid. Any tenderer not keeping offers open for the prescribed period; the same shall be summarily rejected.
4. If the date of opening of the tender is declared as holiday the tender will be opened on the next working day at the same time and venue.
5. Incomplete offer/offers not conforming strictly to the manner prescribed /offer not submitted on prescribed tender from or late/delayed tender shall not be considered and stand summarily rejected
6. The offers submitted would be governed by all the terms & conditions laid down in the prescribed tender form in addition to the terms & conditions indicated herein.
7. NHSRC reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Tenderers.

Principal Administrative Officer  
NHSRC, New Delhi

# INSTRUCTIONS TO TENDERERS

National Health Systems Resource Centre (hereinafter referred to as NHSRC), Principal Administrative Officer invites tenders from Professional Service Providers (hereinafter referred as Service Provider) for Comprehensive Annual Maintenance Contract (CAMC) for CCTV setup of NHSRC.

If any agency is in a position to quote in accordance with the requirements of the Tender, they may submit their tender to this office in the prescribed tender form

## A. Pre-Bid Meeting

A pre-bid meeting will be held in the physical mode at **1200 Hrs. on 11-March-2022** for clarifications required on any aspect pertaining to the Tender Document.

## B. SCOPE / OBJECTIVE / DELIVERABLES OF THE CONTRACT:

### 1. Eligibility Criteria

The firm should

- A. Be a registered one under Company's Act and should have an experience of at least five years in the field of maintenance of CCTV and Accessories etc.
- B. Be registered with Sales and Service Tax Authorities with respective State Government /Government of India (As applicable);
- C. Have good financial standing with average turnover more than Rs 5 Lakhs based on last three years audited balance sheet.
- D. Have worked for at least three years with Government/PSU/Reputed Private Companies in providing CAMC Services of similar nature, as required in this tender.
- E. Be a valid authorized partner with the OEM verified any of one (Matrix, Hikvision, Sony, Cp Plus, Panasonic, Honeywell)

F. If the firm meets the above technical requirements, they may apply in the financial bid proforma placed as Appendix-II, with photocopies of all the documents in proof of the Registration, Experience, Financial Strength and Experience.

G. List of documents to be submitted

- a. Covering letter clearly indicating the list of enclosures.
- b. Original/downloaded tender document duly filled in, signed, and stamped by the bidder or authorized representative of the bidder.
- c. Self-attested Copy of Income Tax Return for the last three years, PAN No., Service Tax Registration No. as per Annexure - II.
- d. Authorization Letter of OEM
- e. Proof of successfully providing of the similar services i.e., certified copies of the work order for providing similar services for any Govt./Public Sector Institutions or reputed private organization in Delhi/NCR in the recent past (during last Three years)
- f. C.A Certificate of Rs 5 Lakhs based on last three years audited balance sheet or three years audited balance sheet
- g. Proof of NHSRC Office Site Visit alongwith report of existing CCTV setup.

## 2. Scope and Deliverables

- A. The Vendor has to provide services at National Health Systems Resource Centre, NIHFW Campus, National Rural Health Mission, Ministry of Health and Family Welfare, Government of India.
- B. The Contract shall be on a comprehensive maintenance service basis and NHSRC shall make no extra payment for any general wear and tear/spare parts etc. (except in case of physical damages). Free replacement to be provided in case of any fault/failure in any spares related to CCTV setup.
- C. The contract shall cover both preventive as well as corrective maintenance of CCTV equipment (viz Cameras, HVR, Video cables, Power supply, All Connections related to CCTV) on all the working days (and holidays as and

when required as specified in this contract conditions). The maintenance (both preventive and as well as corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified component.

- D. In case of any technical issue, it should be attended within 8 hours.
- E. The existing list of CCTV equipment which are to be brought under AMC is enclosed at Appendix-II. The system may undergo minor changes due to shifting of various equipment, additions or deletions at the time of signing of contract or during the currency of the contract.
- F. The contract will be valid for a period till 31 March 2023. The contract can be extended further for a period of up to two years on same terms and conditions on mutual agreement of both the parties. The rates quoted will remain in force for the full period of the contract (subject to continuation of NHSRC beyond)
- G. The Vendor will prepare separate log books for each of the equipment to be taken under the AMC and Preventive Maintenance will be carried out on quarterly basis. Vender shall provide a competent qualified Hardware engineer at regular interval for preventive maintenance basis for all equipment as well at least once in a Quarter. Preventive Maintenance Report from user would be submitted to IT Division.
- H. Schedule of preventive maintenance shall be as follows: -
  - a. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
  - b. Checking of power supply source of proper grounding and safety of equipment.
  - c. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
  - d. Shifting of equipment as and when required.
- I. Payment will be made on the quarterly basis on satisfactory report from the IT Department of NHSRC.
- J. The contract is comprehensive and covers free replacement of all defective parts.
- K. Penalty clause will operate for complaints, which are not attended within the stipulated time, indicated as below;

Sl. No.	Description	Response Time	Resolution Time	Rate of Penalty Beyond Resolution Time
1.	CCTV Setup	8 hours	2 working days	Rs.200/- per working day / per call basis

- L. As far as possible, the repairs would be carried out on-site itself. In case the equipment is taken to the workshop, the Vendor will have to provide standby equipment, till the equipment is repaired and delivered at NHSRC. In such case penalty clause will not operate provided the original equipment is returned within period of 2 working days from the date of breakdown or matching replacement has been provided.
- M. In case the requisite parts are not available, the same should be replaced with the parts of higher specifications compatible with the system within stipulated period.
- N. The vendor will not change the setting of any CCTV camera without seeking the prior permission of the IT Department.
- O. No advance payment would be made in any case. The payments towards Comprehensive Annual Maintenance Contract shall be made in four instalments each at the end of three months/each quarter on production of satisfactory report i.e. on completion of satisfactory performance;
- P. The CCTV Setup (to be placed under CAMC) may be inspected by the qualified tenderer. The non-functional items and the items required for repair may be pointed out to this office within 15 days of commencement of CAMC.
- Q. The Vendor shall not further sublet the CAMC under any circumstances to a third party / sub-Vendor for the maintenance
- R. Note: Any additional task other than those indicated above or by deduction, shall be payable at mutually acceptable costs.

### **3. Right to Award Tender:**

NHSRC reserves the right to award tender to one or more than one bidder in part or full as and when felt necessary.

#### **4. PERIOD FOR WHICH THE OFFER WILL REMAIN OPEN:**

- A. The offers shall remain open for acceptance for 180 days from the date of opening of the Technical Bid. Thereafter this period may be further extended by 30 days by the parties on mutual consent.
- B. Any tenderer not keeping offers open for the prescribed period shall be summarily rejected.

#### **5. OPENING OF TENDER:**

- A. Tenderers are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the schedule. If the date fixed for opening of tenders is subsequently declared a holiday, the tenders will be opened on the next working day following the holiday but there will be no change in the time for opening.
- B. After evaluating the technical bid, the financial bids of only technically qualified Service Provider will be opened in presence of all the technically qualified Service Provider or their authorized representatives who may wish to be present at the time of opening of financial bids on a date and time to be notified subsequently. Financial bids of the parties who do not qualify in technical bid will not be opened.

#### **6. RATE / FINANCIAL BID:**

The Professional Service Provider shall quote as per "B" Financial Bid as per format given in Appendix II. Conditional Financial Bid shall be summarily rejected. Service tax, if applicable shall be paid extra. Tax deduction at source (TDS) shall be governed as per prevailing rules.

#### **7. ACCEPTANCE OF TENDER:**

- A. NHSRC reserves the right to accept or reject any or all tenders without assigning any reason/notice whatsoever and is not bound to accept the lowest tender and reserves the right to scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Service Provider.



B. On finalization of tender NHSRC will communicate acceptance of the tender by way of letter of memorandum by FAX/E-mail/speed post etc. which will conclude a binding contract between the parties and the tenderer shall act upon such acceptance letter. The successful tenderer will get 07 days from the date of receipt of the acceptance letter issued by NHSRC to remit the Security Deposit and sign the agreement

#### **8. PERIODICITY & EXTENSION OF THE CONTRACT:**

The contract is for a period of Twelve Months unless it is curtailed or terminated by NHSRC owing to deficiency of service, breach of contract, reduction of work etc. The contract shall automatically expire unless extended further by the mutual consent of contracting agency and NHSRC. The contract may be extended up to a period of two years, on the same terms and conditions or with some addition / deletion / modification, for a further specific period mutually agreed upon by the successful service providing Company / Firm / Agency and NHSRC.

#### **9. CORRUPT PRACTICES:**

The tenderer shall not offer or give or agree to give any person in the employment of the NHSRC any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the containing or execution of the contract or any other contract with the purchaser or NHSRC or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the NHSRC. Any breach of the aforesaid condition by the tenderer or anyone employed by him or acting on his behalf whether with or without the knowledge of the tenderer or the commission of any offence by the tenderer shall entitle the NHSRC to cancel the contract and all or any other contracts with the tenderer and recover from the tenderer of the amount of any loss arising from such cancellation.

(Super-scribed 'A'- Technical Bid)

TECHNICAL BID

Parameters	
<p><b>1. Name of the owner/firm/Trust etc. with correspondence/ permanent address</b></p> <p>I. Permanent Address            II. Correspondence address            III. Phone number and FAX number            IV. E-mail address            V. Website address</p>	
<p><b>2. Details of Registration:</b></p> <p>Regn No.            Registered Office:</p>	
<p><b>3. PAN EPF NO:</b></p> <p>SERVICE TAX/GST REGN NO:</p>	
<p><b>4. Whether following documents furnished:</b></p> <p>i) Covering letter clearly indicating the list of enclosures.            ii) Original/downloaded tender document duly filled in, signed, and stamped by the bidder or authorized representative of the bidder.            iii) Self-attested Copy of Income Tax Return for the last three years, PAN No., Service Tax Registration.            iv) Authorization Letter of OEM            v) Proof of successfully providing of the similar services i.e., certified copies of the work order for providing similar services for any Govt./Public Sector Institutions or reputed private organization in Delhi/NCR in the recent past (during last Three years)            vi) C.A Certificate of Rs 5 Lakhs based on last three years audited balance sheet or three years audited balance sheet            vii) Proof of NHSRC Office Site Visit alongwith report of existing CCTV setup.</p>	(Mention Yes or NO as applicable)

**5. Financial turnover of the tendering Company / Firm / Agency for the last 3 Financial Years:**

Financial Year	Amount (in Rs.)	Remarks, if any

**6. Give details of the major similar contracts handled by the tendering Company / Firm / Agency during the last three years in the following format:**

Sl No	Details of the client along with address, telephone and FAX numbers	Amount of Contract (in Rs.)	Duration of Contract

**7. Documentary evidence regarding the claims made above to be annexed.**

Signature of Tenderer / Authorized Signatory

Note:

In case if space is found short in any one or more of the columns above, additional information can be annexed on separate sheet of papers and the annexure number of these papers may be mentioned in the relevant column / columns above. All such annexures should be signed and sealed by the tenderers or his authorized representative.

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FINANCIAL BID

NAME OF WORK

Comprehensive Annual Maintenance Contract

(CAMC) For

CCTV Setup

(To be kept on Cover Subscribed 'B' -

Financial Bid) FINANCIAL BID

I/we hereby quote rates as under;

A. FOR CAMC ITEMS

S. No.	Item	Make	Quantity
1	CCTV Camera (Fixed Dome Camera)	Matrix	11
		Hikvision	1
2	HVR (16 Channel)	-	1
3	Power Supply		lot
4	Accessories, cables etc		lot

\* The cost quoted shall not be liable to change and shall be firm and final.

Scope of work	Consolidated CAMC cost (INR.) (Exclusive of all taxes)
TOTAL Consolidated CAMC cost for The comprehensive maintenance service and shall cover both preventive as well as corrective maintenance of CCTV Setup	

\* The grant of contract will be based on Total Consolidated CAMC cost (INR.)

\*Govt. tax, if applicable shall be paid extra.

\* The cost quoted shall not be liable to change and shall be firm and final.