



INDIAN INSTITUTE OF FOREIGN TRADE
B 21 QUTAB INSTITUTIONAL AREA NEW DELHI
110 016
Website: www.iift.edu

Gen.Admin./AMC/CCTV/2021-22

Date: 05/08/2021

TENDER NOTICE

Sub: Notice Inviting Tender for Comprehensive Annual Maintenance Contract (AMC) Of CCTV Surveillance System for IIFT, New Delhi.

A. IIFT is an Autonomous Body under the Department of Commerce, Government of India and as well as a Deemed to be University under UGC. IIFT invites the **sealed tender for Comprehensive Annual Maintenance Contract (AMC) Of CCTV Surveillance System for IIFT, New Delhi**. The technical and financial bids, should be sealed by the bidder in separate envelopes duly super-scribed AS **“TECHNICAL BID /FINANCIAL BID (as the case may be) FOR AMC OF CCTVs AT IIFT, NEW DELHI”** and both these sealed envelopes are to be put in a bigger envelope which should also be sealed and duly super-scribed as **TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF CCTV SURVEILLANCE SYSTEM FOR IIFT, NEW DELHI..** The tender document can be downloaded from IIFT website (www.iift.edu) on payment basis and it can also be downloaded from CPP Portal <https://eprocure.gov.in/epublish/app> free of cost. Detail of CCTV Surveillance System is placed at **Annexure – 2**.

B. IMPORTANT DATES:

1. Last date for submission of bid documents: 06.09.2021 at 04.00 PM
2. Date of opening of Technical bids: 08.09.2021 at 12.00 noon
3. Date of opening of Financial Bids: 10.09.2021 at 12.00 noon

C. Eligibility Criteria/ Technical Bid:-

Eligibility Criteria

Following Essential Documents should be submitted with the technical bid failing which the tender shall be rejected.

1. **Bid Security Declaration, attached at Annexure –1**
2. Tender Cost of Rs.100/- in the form of Demand Draft in favor of **INDIAN INSTITUTE OF FOREIGN TRADE** payable at **New Delhi**
3. Self Attested copies of registration certificate of GST and OEM Certificate of Matrix.
4. Self Attested copies of PAN Card.

5. Details of the Government organizations for which the AMC service has been provided during the last 3 years.
6. The firm should have an average turnover of Rs. 50 Lakhs during the last 3 Financial Years.

(Technical bid not accompanied with above documents will not be accepted.)

D. Scope of Work

1. This contract shall cover preventive and break down maintenance of CCTV including NVRs, DVRs etc. as listed in Annexure-2 and satisfactory working of equipment of surveillance system including software. The contract shall also include maintenance of software.
2. The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts sub- assemblies. The firm shall use good quality spare parts, preferably of same brand as that available in the original system.
3. The items under AMC shall be repaired or provided a stand-by of similar configuration against any specific complaint within 24 Hrs. from the time of reporting, failing which, the penalty shall be imposed as under: -
 - (a) If complaint is resolved (either providing stand-by or setting original equipment right) within 24 Hrs., no penalty shall be levied.
 - (b) If stand-by is provided after the 24 Hrs, penalty of 10% of the per unit AMC charge, per day per item shall be levied after 3 days till the original hardware unit is set right
 - (c) If stand-by not provided even after the 24 hrs., penalty of 20% of the per unit AMC charge, per day per item shall be levied till the original equipment is set right.
 - (d) If original equipment becomes beyond repair, it shall in any case be replaced within a week, failing which a penalty of 50% of the book value of the equipment shall be levied.
 - (e) If original equipment is lost in the custody of firm, it shall be considered as serious concern of carelessness and the loss will be compensated by levying penalty as competent authority may think fit.
4. It shall be the responsibility of the firm to ensure error free performance of CCTV including NVRs, DVRs etc. as listed in Annexure-2 during AMC period.
5. The firm may be asked to provide information on backup and recovery process of CCTV from time to time.

E. Terms & Conditions:-

1. Sealed Technical quotation comprising of all documents & certificates listed under “**Eligibility Criteria**” should be sent on or before September 06, 2021, latest by 04:00 PM and deposited / dropped in the tender box kept at the Main Gate, B-21, Indian Institute of Foreign Trade (IIFT), Qutab Institutional Area, New Delhi - 110016.
2. The AMC will be comprehensive & includes preventive maintenance / monthly regular services of the CCTV Surveillance System and / or replacement of any items / Cabling / spare parts of good / standard quality for keeping the CCTV Surveillance System active and free from any defects / disturbance.
3. **Bidders must have OEM Certificate of Matrix and must submit a copy of the same.**
4. The AMC charges shall include unlimited service calls.
5. All the pages of the tender document to be properly numbered.
6. The first page must be the index page.
7. All the photocopies/scanned pages must be in A4 size and legible/readable without specs.
8. **The agency may inspect the CCTV Surveillance System on any working days from 11.00 AM to 04.00 PM before submitting the tender.**
9. All the System must be serviced onsite at IIFT premises. Necessary total requirements for service/maintenance will be brought by the Service Engineer while attending the complaints of CCTV. However, all necessary assistance for providing electricity points needed in connection with testing (at the location of equipment), repairing etc. shall be provided by this Office. In case the equipment is required to be taken to Workshop, all the arrangements shall be made by the Firm. Necessary Gate Pass for taking equipment outside the Office building shall be provided by the Office.
10. Service Call Report shall be submitted by the Firm indicating the status of attending of various complaints along with date and time of repairing.
11. Preventive maintenance with special cleaning of the CCTV from outside with liquid cleaners will be carried out on quarterly basis.
12. **The CCTVs under warranty will be maintained as per the warranty clause and period.**
13. The Firm may ensure that the data should not be misused / transferred.

14. The AMC rates mentioned in this contract will be valid for a period of one year from the date of awarding the contract. Any plea raised by successful bidder about his dissatisfaction with regards orderliness of the CCTV Surveillance System will not be entertained.
15. The contract will be awarded initially for a period of 01 year which may be extendable based on the satisfactory performance.
16. If the Office is not satisfied with the performance of the Firm, the contract may be terminated before completion of AMC period by giving one month notice to the Firm. The decision of the Competent Authority shall be final in this regard.
17. In case of increase / decrease in number of CCTV Surveillance System, the rate must be varied proportionately.
18. The payment will be made to the agency, on quarterly basis after the deduction of TDS and other statutory deductions if any, after satisfactory completion of service.
19. Competent Authority, IIFT reserves all right to reject or accept any or all quotations without assigning any reason.
20. **Tender Value :** The tender value is approximately **Rs. 1,50,000/-**
21. **Performance Security :** The successful bidder would have to deposit 3% of the value of the contract towards performance security deposit through Demand Draft/pay order/FDR/Bank Guarantee from a commercial bank in favor of IIFT which would remain with IIFT during the contract period and no interest shall be payable on the Performance Security amount. The BG may be encashed by the Institute in case of services not found satisfactory.
22. **Liquidated Damages:** Half percent per week of delay subjected to a maximum of 5% the order value will be levied for delay in execution of the contract
23. **Penalty Clause :** In the event of non compliance of any of the terms & conditions of this contract and non-satisfactory performance of the agency, the penalty of maximum 10% of the bill value will be imposed on the agency subject to the extent of actual damages/ quality lapse as decided/ calculated by IIFT.
24. **Arbitration :** Any dispute or difference, whatsoever arising between the firms out of or relating to the Tender shall be referred to the Director IIFT for referral of such disputes to a sole arbitrator, to be appointed by mutual consent of the parties to the contract. The arbitrator shall give reason (s) for the award. Subject to the above, the provisions of Arbitration Act, 1996 and the Rules made there under shall be deemed to apply to the arbitration proceedings under this clause. The venue of arbitration shall be in IIFT New Delhi.
25. **Effect and Jurisdiction:** The law applicable to this tender shall be the laws in force in India. The courts in New Delhi, shall have exclusive jurisdiction in all matters arising under and on account of this tender.

26. **Force Majeure:** If the performance of the obligation of either party is rendered commercially impossible by any of the events hereafter mentioned that party shall be under no obligation to perform the agreement under order after giving notice of 15 days from the date of such an event in writing to the other party, and the events referred to are as follows:

- a). Any law, statute or ordinance, or action or regulations of the Government of India.
- b). Any kind of natural disaster
- c). Strikes acts of the Public enemy, war, insurrections, riots, lockouts sabotage

F. Financial Bid:-

The rates must be mentioned against the details of the CCTV Surveillance System installed at IIFT, placed at Annexure- 2.

Declaration for Bid Security

I _____ Son/ Daughter/ Wife of _____ on behalf of the _____(Name of Company) do hereby declare that if we withdraw or modify our bids for the Tender during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in Tender, we will be suspended for a period of 1 year from being eligible to submit Tender /Proposal for contracts with IIFT.

Name

Company

Signature with Seal

FINANCIAL BID

Sl. No.	Description of CCTV Surveillance System				Rate (Excl. GST)	GST in %
	Make	Model	Qty	Installed in the Month of		
1.	2 MP IP Dome Camera	SATATYA CIDR20FL36CWS	16	August – 2018		
2.	Matrix 2MP Bullet Camera	SATATYA CIBR30FL36CWS	1	November – 2019		
3.	Matrix 2MP Dome Camera	SATATYA CIDR20VL12CWS	2	November – 2019		
4.	8 Port PoE Smart Managed Switches	D-LINK DGS-1210-10P	4	August – 2018		
5.	16 Channel Network Video Recorder with 4 TB Hard Disk	SATATYA NVR16S with 4TB	1	August – 2018		
6.	8 Channel 4K NVR with one SATA Port (Matrix)	Matrix SATATYA NVR0801X	2	November – 2019		
7.	WD 2 TB NL SAS Hard Disk (WD)	WD 2 TB HARD DISK	2	November – 2019		
8.	Matrix 2MP Dome Camera (Matrix)	MATRIX SATATYA CIDR20FL36CWS CIDR20VL12CWS	12	August – 2020		
9.	8 Channel 4K NVR with one SATA Port (Matrix)	Matrix SATATYA NVR0801X	1	August – 2020		
10.	WD 2 TB NL SAS Hard Disk (WD)	WD 2 TB HARD DISK	1	August – 2020		
11.	16 Channel NVR	MATRIX SATATYA NVR1601X	1	August – 2020		
12.	Toshiba 4TB HDD	TOSHIBA & TOSHIBA 4 GB	1	August – 2020		
13.	8 Port POE Switch	GS1920-8HPv2	1	August – 2020		

-Sd/-
(Karun Duggal)
Section Officer (Gen. Admin)
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