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**OFFICE OF THE RESIDENT COMMISSIONER  
GOVERNMENT OF CHHATTISGARH**

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7-8 Floor , Block-2, Plate-C,  
NBCC Office Complex, East Kidwai Nagar, New Delhi-110023

Ref. No. F-88/Estt./CB/2023/1007

Dated: -24 August, 2023

**DETAILED NOTICE INVITING TENDER**


<b>Cost of Tender Form</b>	<b>: Rs. 500/- (in cash nonrefundable)</b>
<b>Last Date of Sale of Tender</b>	<b>: 11 September, 2023 upto 5.00 P.M</b>
<b>Last Date of Receipt of Tender</b>	<b>: 12 September, 2023 upto 2.30 P.M</b>
<b>Date of Opening of Tender</b>	<b>: 12 September, 2023 at 3.30 P.M</b>

**Introduction:-**

- 1.1 Sealed tenders are invited on behalf of the Resident Commissioner, Govt. of Chhattisgarh for Annual Maintenance Contract (AMC) for CCTV System installed in Chhattisgarh Bhawan, 7, Sardar Patel Marg, Chanakya Puri, New Delhi and Chhattisgarh Sadan, 8-12, Factory Road, Safdarjung, New Delhi from well established and authorized dealers of WIPRO providing service in the field.
- 1.2 Not more than one tender shall be submitted by one agency.
- 1.3 No two or more agencies in which an individual is interested as proprietor/or partner shall tender for the same work. If they do so, all such tenders shall be liable to be rejected.
- 1.4 The Resident Commissioner shall be the accepting authority hereinafter referred to as such for the purpose of this contract.
- 1.5 Tender document will be open for sale on payment of Rs. 500/- in cash. These can be obtained on all working days between 11.00 AM to 05.00 PM from the office of the Resident Commissioner, 7-8 Floor , Block-2, Plate-C, NBCC Office Complex, East Kidwai Nagar, New Delhi-110023 or can be downloaded from the website of Chhattisgarh Bhawan i.e. [www.rcchhattisgarh.gov.in](http://www.rcchhattisgarh.gov.in) in which case, the bidder should submit his bid alongwith a pay order/bank draft for Rs. 500/- (Rs. five hundred only) drawn in favour of "Resident Commissioner, Chhattisgarh Bhawan" payable at New Delhi as tender fee. any tender received without the tender fee would be summarily rejected. The last date for sale of tender document is 11 September, 2023 upto 05.00 PM.
- 1.6 EMD in the form of Demand Draft for an amount **Rs. 20,000/- (Rupees twenty thousand only)** drawn in favor of Resident Commissioner, Chhattisgarh Bhawan, New Delhi from any nationalized bank must be furnished alongwith the tender documents failing which the tender will be summarily rejected.

- 1.7 Resident Commissioner reserves the right to accept or reject any tender without assigning any reason thereof.
- 1.8 In all matters of dispute relating to the contract, the decision of the Resident Commissioner shall be final and binding upon the agency.
- 1.9 The bidders may, physically inspect both the sites on any working day between 11.00 A.M. and 5.00 P.M. before the last date of sale of tender.
- 1.10 EMD of unsuccessful bidders will be released after award of contract to the successful bidder. The EMD of the successful bidder, after acceptance of tender and signing of contract, will be released after furnishing the security deposit as prescribed in the terms and conditions. In case, the successful bidder backs out and/or fails, the amount of EMD shall be forfeited by the competent authority.
- 1.11 The features of the Closed Circuit Television System installed at both the sites are given in Annexure-I.
- 1.12 The terms and conditions and the scope of work of each item are enclosed as Annexure-II and Annexure-III respectively.

**Approved by Principal Resident Commissioner**

  
**Deputy Director (Finance)**  
Chhattisgarh Bhawan, New Delhi

**ANNEXURE-I**

**Features of the Closed Circuit Television System in Chhattisgarh Bhawan**

<b>S. NO.</b>	<b>Description</b>	<b>Qty.</b>
1.	PTZ Camera	01 No.
2.	Box Camera	01 No.
3.	Dome Camera	22 Nos.
4.	Bullet Camera	07 Nos.
5.	16 Channel DVR	02 Nos.
6.	08 Channel DVR	01 No

**Features of the Closed Circuit Television System in Chhattisgarh Sadan**

<b>S. NO.</b>	<b>Description</b>	<b>Qty.</b>
1.	Bullet 05 MP Camera	08 Nos.
2.	Bullet 02 MP Camera	06 Nos.
3.	Analock Dome Camera	16 Nos.
4.	Box Camera	03 Nos.
5.	PTZ Camera	02 Nos.
6.	32 Channel DVR	01 No.
7.	16 Channel DVR	01 No.

## ANNEXURE-II

### Terms and Conditions:-

1. The service provider should have experience of at least 5 years in executing projects/AMCs of similar nature with experience in handling the Government clients for at least 2 years.
2. The service provider should have a turnover of minimum Rs.1crore during each of the preceding three financial years. Copies of balance sheets for last 3 years to be submitted as proof.
3. The service provider should not be a Foreign/Multinational company and should have maintenance infrastructure facilities in Delhi/New Delhi/NCR.
4. The service provider should agree with the scope of work enclosed herewith as Annexure-III.
5. Maximum response time allowed is 04 hours during working hours, 08 hours after office hours on working days and 12 hours on Non-Working days.
6. In case of operational defect of any equipment proper standby has to be provided.
7. Penalty per day at the rate of Rs. 500/- will be imposed for response time beyond above delays, as certified by the designated authority.
8. Preventive Maintenance (checking and servicing of equipments) is to be carried out once in a month which shall be certified by the designated authority. Failure to do preventive maintenance would attract a penalty of Rs. 1000/- per month.
9. The payment of AMC charges shall be made at the end of each Quarter in four installments each of 25% of the award money, after deductions of penalty amount, if any, on satisfactory completion of maintenance and subject to the issue of performance certificate by the designated authority against the Performa invoice submitted by the service provider well in advance.
10. The instant AMC is comprehensive in natures and hence the offer rates quoted by the vendor must be comprehensive inclusive of GST as applicable including cost of all spares including batteries, battery water, wiring etc.
11. The Resident Commissioner reserves the rights to assess the capacity/capability of the applicants in the overall interest of the department without assigning any reason.
12. The bids/tender documents received after the expiry of the date and time prescribed for receiving the completed bids shall not be considered.
13. The Resident Commissioner is not bound to accept the lowest offer/bid. The Resident Commissioner reserves the right to accept any bid, and to annul this process and reject all bids at any time prior to award of the contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the said action.

14. The service provider shall be liable to execute a Performance Bond with a Bank guarantee equivalent to 50% of the award money, within 07 days from the date of awarding contract and shall also bind himself to the Resident Commissioner by signing a contract/agreement in the enclosed Performa.
15. The bids should be valid for 60 days from the date of opening of the bid.
16. The contract will be initially for a period of one year and shall be renewable upto a maximum period of 3 years subject to satisfactory performance.

### ANNEXURE-III

#### Introduction:-

1. The Nodal Officer from the office of the Resident Commissioner shall interact with vendor in order to keep the system in perfect working order.
2. Vendor's trained technical person (engineer/technician), shall visit at the site every month for the preventive check and submit service report to the Nodal Officer.
3. The technical person shall also visit as and when called upon by the Nodal Officer to attend to calls of emergent nature.
4. Vendor shall provide call back facility for any fault informed to the control room maintained by the service provider.
5. The Vendor shall provide suggestions to department for improvement and efficient running of the system.
6. The following work is to be carried out by Vendor:-

#### Scope of work:-

1. This includes the Comprehensive Maintenance Charges for the updated system as a whole consisting of DVRs, HSD Cameras, Dome Cameras, Outdoor PTZ Cameras, Joy stick, RAS Software installed in the PCs, Monitors etc.
2. Checking and maintenance of all the specification to the level playing field i.e. proper focus, proper resolution, proper SN Ratio, Play Back recording, Backup etc.
3. Checking the proper functioning/movement of the pass and tilt drive unit.
4. Checking and ensure the proper (i) functioning of zoom lens mechanism; (ii) tuning of modulators; (iii) functioning of mixer; (iv) functioning of amplifier; (v) functioning of character generator; (vi) Cleaning of camera lenses and housing.
5. Replacing fuses, resistors, transistors and diodes as & when required.
6. This includes cost of all spares.

Annexure IV

Name of the Bidder	
Address	
Telephone/ Mobile No.	

I/We submit my/our price bid for Annual Maintenance Contract of CCTV System installed at **Chhattisgarh Bhawan** and **Chhattisgarh Sadan**. Details given below:-

**Chhattisgarh Bhawan**

S.No.	Description	Qty.	Rate	Amount	GST	Total
1	PTZ Camera	01 No.				
2	Box Camera	01 No.				
3	Dome Camera	22 Nos.				
4	Bullet Camera	07 Nos.				
5	16 Channel DVR	02 Nos.				
6	08 Channel DVR	01 No				
	<b>Total</b>					

**Chhattisgarh Sadan**

S.No.	Description	Qty.	Rate	Amount	GST	Total
1	Bullet 05 MP Camera	08 Nos.				
2	Bullet 02 MP Camera	06 Nos.				
3	Analock Dome Camera	16 Nos.				
4	Box Camera	03 Nos.				
5	PTZ Camera	02 Nos.				
6	32 Channel DVR	01 No.				
7	16 Channel DVR	01 No.				

I/We have carefully read the terms and conditions and agree to abide by these in letter. The decision of the Resident Commissioner, Chhattisgarh Bhawan, New Delhi, on any dispute arising out of the offer shall be binding on me/us.

Signature of bidder with seal