

**GOVT. OF ASSAM**  
**OFFICE OF THE PRINCIPAL CUM CHIEF SUPERINTENDENT**  
Tezpur Medical College & Hospital, Tezpur, Bihaguri-784010, Assam.  
(Under Society for Medical Education Tezpur)  
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No. SMET/TMC/NIT/792/2017/2985

Date: 04/06/2021

**DETAILED NOTICE INVITING QUOTATIONS**

FOR

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CCTV'S, CAMERAS WITH ACCESSORIES AND  
OTHER EQUIPMENT'S INSTALLED AT TMC&H, TEZPUR

Sealed quotations are hereby invited by the Principal of Tezpur Medical College & Hospital (TMC&H), Tezpur, for award of Comprehensive Annual Maintenance Contract for CCTV's, Cameras with accessories and other equipment's installed at TMC&H, Tezpur on the following terms and conditions:

**Terms & Conditions:**

- 2.1. Sealed Quotations should be submitted in sealed envelopes duly super scribed as:  
Technical Quotation for "Annual Maintenance of CCTVs, Cameras and Accessories and other Equipment's.  
Financial Quotation for "Annual Maintenance of CCTVs & Accessories and other Equipment's.  
Both the quotations should be submitted in a separate sealed envelope. Please write Subject line, Tender Reference No. and Name & Address of the firm on the master envelope.
- 2.2. The sealed quotations should be addressed to the Principal cum Chief Superintendent, Tezpur Medical College & Hospital, Tumuki, Bihaguri, Tezpur, Sonitpur, Assam, Pin: 784010 which should reach by **02:00 on 18.06.2021**. It will be opened on the same day at 02:30 p.m. The interested representatives of the tenderers may be present during the opening of the quotations by the committee.
- 2.3. Quotations received after the stipulated date & time/incomplete quotations/unsigned quotations will not be entertained.
- 2.4. No quotations would be accepted by e-mail and only hard copies will be considered.
- 2.5. Contractors/Firms are advised to inspect the site during the office hours of TMC&H before quoting their rates to acquaint themselves with the nature of work.
- 2.6. The main scope of work is to ensure uninterrupted recording of CCTV surveillance systems covering all locations in TMC&H. At present, there are approx 50 nos. of cameras, location wise DVR's/Monitors etc. spread over the whole establishment of TMC&H.
- 2.7. An amount of Rs. 10,000/- towards earnest money deposit in the form of Demand Draft drawn in favour of "Member Secretary, SMET, Tezpur" and payable at Tezpur shall be required to be tendered by the bidders. The EMD of the successful bidder shall be retained till submission of performance security deposit. EMDs of unsuccessful bidders will be discharged within 01 week after opening of the bids. The quotation received without earnest money shall be summarily rejected.
- 2.8. Qualification criteria: The firm must have minimum 05 (five) years of experience in providing maintenance for CCTV surveillance system in various establishments and in addition to this the firm must have successfully carried out similar works in at least 03 (three) Govt. establishments during last 5 years. (Profile/copies of valid registrations with competent authorities, valid Authorized Service/Dealer Certificate from the manufacturer, annual accounts statements & IT returns for last three year, non blacklisted undertaking and proper documentary evidence for the experience credentials should be submitted along with the bid)
- 2.9. The rates of CAMC shall be quoted as per Annexure-I.

- 2.10. Preventive as well as breakdown maintenance, both are covered under scope of this work which is comprehensive & corrective maintenance of CCTV cameras including hardware and cabling.
- 2.11. The firm should quote the rates of CAMC per annum. The contract shall be comprehensive in nature and covers all spares including consumables and servicing of the CCTV surveillance system which includes camera visibility test, DVR recording test, DVR settings verifications and disk error check/replacement of CCTV parts/standby arrangement.
- 2.12. All tools, testing instruments including ladder required for checking, testing and attending to routine maintenance and breakdowns shall be arranged by the contractor/firm at his own cost.
- 2.13. The successful bidder will be required to deposit 10% of the annual value of contract in the form of DD/FDR/BG etc. in favour of "Member Secretary, SMET, Tezpur" and payable at Tezpur as Performance Guarantee after the award of work. It shall be refunded to the agency after successful completion of the contract. No interest will be payable on security money. The security money will be liable to be forfeited in case the contractor fails to comply with the terms and conditions of the contract.
- 2.14. The contract will be valid for a period of one year w.e.f. the date of award of contract. The contract can further be extended for one year subject to the satisfactory service by the firm. The contract can be terminated at any time by giving one month notice in writing without assigning any reason.
- 2.15. The contract shall be awarded to the firm whose rates are lowest and satisfy the terms and conditions.
- 2.16. The firm shall regularly inspect each CCTV surveillance system every month and check the basic features and carry out necessary adjustments to the system for the proper functioning of the system at each such inspection.
- 2.17. The firm's representatives will have to attend the complains within 24 hours whenever call is made to the firm's office firm & carry out the maintenance work immediately. A penalty of Rs. 100/- per camera per day will be charged and the same will be deducted from the CAMC amount if the camera remains down/inactive for more than two working days.
- 2.18. The equipment parts replaced must be new and equivalent in performance of the existing parts.
- 2.19. The maintenance work shall normally be done during office hours of the customer. However, in case of emergency maintenance may have to be done beyond the office hours and even on holidays for which prior arrangement through proper communication should be worked out in all cases by the servicing agencies.
- 2.20. When in firm's opinion reconditioning is necessary because normal repair and parts replacement cannot keep the equipment in satisfactory condition, the firm will submit a cost estimate, such costs, if authorized by TMC&H authority, will be in addition to the charges of this contract.
- 2.21. In case the contractor fails to maintain the CCTV camera in time and in attending the related complains within 24 hours, the TMC&H authority shall have the right to get the CCTV cameras repaired in any way and the cost of such repair will be deducted from the bills of the contractor.
- 2.22. The CAMC charge includes the travelling cost for rendering services throughout the period. No charges will be payable like transportation etc. for attending the complaints covered under CAMC.
- 2.23. The payment shall be made half yearly subject to availability of fund. The bills should be submitted along with service and satisfactory working report.
- 2.24. If any CCTV location is removed from CAMC during the contact period, CAMC value of that location will be deducted on pro-rata basis.
- 2.25. The maintenance work shall be performed with skilled personnel well conversant with the CCYV system.
- 2.26. The contractor/firm must ensure full confidentiality of all data held within the CCTV system.
- 2.27. Proper record of servicing and repair etc. of the breakdown/maintenance should be kept with the firm.

- 2.28. In case of any or all dispute, decision of the Principal will be final and binding on all concerned and there will be no arbitration in the matter.
- 2.29. The bidder will have to produce original copy of all documents if asked for when required.
- 2.30. The Principal reserves the right to reject any or all the bids or accept them in part or reject the lowest bid without assigning any reason and also to impose/relax any term and condition of the tender.
- 2.31. The bid shall remain valid for a period of 60 days after date of bid opening.
- 2.32. The price quoted will remain constant for the whole contract period.
- 2.33. It shall be responsibility of the firm to make all the CCTV surveillance systems work satisfactorily throughout the contract period and to hand over the systems in working conditions to this department at the time of expiry of the contract.

*sd/r*  
(Dr. Karuna Hazarika)  
Principal cum Chief Superintendent  
Tezpur Medical College & Hospital, Tezpur

**FINANCIAL QUOTATION FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV'S, CAMERAS WITH ACCESSORIES AND OTHER EQUIPMENT'S INSTALLED AT TMC&H, TEZPUR**

Description of Service	Total Amount excluding GST (In Rupees)
CAMC Rate (Per annum) for approx 50 cameras**	*

\*Here the bidders are expected to quote a lump sum amount covering full responsibility of the entire CCTV Surveillance System (Cameras, DVR's, Monitors & other accessories) installed at different locations of TMC&H.

\*\* In case the numbers of cameras are increased or decreased in the work order or during the subsistence of the contract, the CAMC charges that shall be payable to the contractor/firm will be calculated on pro-rata basis based upon the rates offered for 50 cameras.

Signature of authorized signatory of the firm with Seal