



**INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY-
DELHI (IIIT-DELHI)**

Okhla Industrial Estate, Phase III
New Delhi 110020
(Tel No 011-26907400, Website: www.iiitd.ac.in)

**NOTICE INVITING TENDER FOR NON-COMPREHENSIVE AMC OF CCTV
SURVEILLANCE SYSTEM AND SECURITY ACCESS CONTROL**

The Indraprastha Institute of Information Technology Delhi was created as a State University by an Act of Delhi Government. The Institute has a campus spread over an area of around 25 acres with 14 buildings. The Institute invites sealed tender for the work of **Non- Comprehensive Annual Maintenance Contract (AMC) for CCTV Surveillance System and Security Access Control System**, from the experienced agencies in the relevant category of work and who have carried out similar works with Govt. departments/PSU's/MNC's and also from the reputed manufacturers or their authorized dealers or service providers as per the requirements and details enclosed..

Bid Schedule

Name of Work:	Non- Comprehensive Annual Maintenance Contract (AMC) for CCTV Surveillance System and Security Access Control System at IIITD Campus Okhla Phase-III New Delhi-110020.
Tender No	03/2023 dated 10.02.2023
Date of Start and downloading the tender (Tender document available from www.iiitd.ac.in)	10 th Feb 2023
Tender Fee/cost	Rs.1180/- including GST in the form of a demand draft/ pay order in favor of " IIIT Delhi Collection " which is non-refundable. The bidder can also make online payment of by using following details : NEFT Transfer A/c details are as under: Bank - HDFC Bank LTD , Okhla Industrial Area Phase –III New Delhi 110020 Beneficiary's Name - IIIT Delhi Collections Account No - 20741110000035 IFSC code- HDFC0002074 In case of on-line payment of Tender Fees - UTR No. (For Tender Fee)
Earnest Money Deposit (EMD)	Rs.10,000 /- (Rupees Ten Thousand only) is to be submitted with tender document as earnest money. The above payment shall be made in the shape of deposit at pay order/demand draft of a scheduled bank issued in favour of " IIIT Delhi Collection " payable at New Delhi. (except for those who

	are exempted by NSIC certifications (with Proof)) failing shall be treated as invalid and shall be liable for rejection
Last date of submission of tender	The complete tender in a bigger envelope, containing two small envelopes, in which one envelope containing Technical bid having documents & EMD and Second envelope containing –Financial bid, shall be submitted by 27th Feb 2023 up to 3.00 PM at A- 203, Old Academic Block IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020. (tender deposit in the Tender Box kept on 2nd Floor of Academic Block of the Institute)
Date of opening of Technical Bid (envelope-1)	The first envelope containing Technical documents and EMD will be opened on 27th Feb 2023 at 3.45 PM at A-203, Old Academic Block IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020
Financial bids (envelope-2) of only those bidders, who qualify for bidding will be opened.	The date for opening of second envelope containing financial bid will be intimated to the qualified bidders
Address for communication & submission of tender documents and opening of technical bid	Registrar, IIIT-DELHI, Okhla Industrial Area, Phase III, New Delhi 110020.
Performance Guarantee	To be submitted by L1 bidder. The bidder whose bid is accepted will be required to furnish a Performance Guarantee 3% of the tendered value of the accepted tendered amount. This guarantee shall be in the form of DD / FDR in favour of “ IIIT Delhi Collection ” payable at New Delhi-110020. Bank Guarantee of any scheduled bank drawn in favour of IIIT-Delhi. Will be returned 1 month after completion of AMC
Date for start of services	From 1 st April 2023
Clarification/Queries, if any, can be addressed to	email ID: admin-project@iiitd.ac.in phone no- 01126907563/565

Note: The bidders having valid registration with NSIC/MSME may avail exemption from submission of EMD but must enclose valid NSIC / MSME certificate/document with registration for similar works in envelope No. 1 instead of EMD demand draft. However, all bidders irrespective of their registration with NSIC/MSME have to submit the requisite Tender Fee).

If there is any addendum/corrigendum related to tender, it shall only be published on IIITD website (<https://www.iiitd.ac.in/tenders>). The Bidders are advised to check IIITD website regularly. No other mode of notice will be given.

If the last date of receiving/opening of the bids coincides with a holiday, then the next working day shall be the receiving/opening date.

1. The tenders shall be super scribed with “Tender for Non- Comprehensive Annual Maintenance Contract (AMC) for CCTV Surveillance System and Security Access Control System at IIITD Campus Okhla Phase-III, New Delhi-110020 to be submitted in office by 3 P.M on **27th Feb 2023** to be opened on the same day at 3.45 P.M. Any bid submitted after 3 P.M. on **27th Feb 2023** shall not be considered by IIITD.
2. The Earnest Money in the form of Demand Draft/Pay Order valid for minimum three months from date of publishing of tender on IIITD website, payable in favour of “**IIIT Delhi Collection**”. The GST No. & copy of PAN card of the firm shall be enclosed with the tender.
3. The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderer on all the pages and duly signed all pages of tender shall be placed with Technical Bid. Also, the company stamp shall be placed under the signature of person on each and every page of tender document.
4. All the columns of the tender shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. The rates shall always be both in figures and words.
5. The Tender should be signed on each page, dated and witnessed in all places provided for in the documents; all other papers should be initialed. The Technical bid of the bidders will be opened at 3.45 P.M. on **27th Feb 2023** and financial bid of the technically qualified bidders only will be opened on a later date. All technically qualified bidders will be intimated accordingly for the same.
6. The tenderer must confirm their acceptance of the terms and conditions mentioned herein and the enclosed documents. Each page of the original quotation document should be signed and returned back and this will form a part of the contract.
7. Complete tender document available on our website [**https://www.iiitd.ac.in/tenders**](https://www.iiitd.ac.in/tenders), any further corrigendum/addendum to this tender document shall be made available on aforesaid website. It is therefore, requested that the bidders may regularly visit the website for checking any corrigendum/addendum to this document.
8. The equipment are to be repaired maintained and serviced as per the SOP.

Scope of Work

BOQs for AMC of CCTV Surveillance System and Security Access Control System at IITD campus New Delhi is as per enclosure at (**Annexure-“A”**),

Contractor must visit site before quoting and fully satisfy himself of the site conditions.

The scope of work for CCTV Surveillance System includes:

- (a) All the equipment installed in all the buildings like IP IR Dome Camera 1080P , Dome Cameras, Bullet Camera, NVR, DVR, PTZ Cameras, Power Supply units Central Management Master Server etc. related to CCTV systems shall be maintained by the contractor with preventive maintenance i.e. once every month to ensure proper functioning of the CCTV surveillance system. The contract also includes breakdown maintenance which has to be attended within 24 hours of the breakdown coming to notice.
- (b) A monthly maintenance chart should be maintained and be approved and signed by concerned authorities of the Institute.
- (c) The contract shall cover spot breakdown maintenance, preventive maintenance, servicing and repairing of machines. The SLA for attending any breakdown will be maximum 24 hrs.
- (d) The firm shall maintain sufficient inventory of spares. In case of failure of any items the same should be replaced by item in spare to ensure that the system is operational and available.
- (e) Certificate of authorization of service of installed product i.e. Camera, NVR, shall be enclosed.

The scope of work for Access Control System includes:

- (a) All the Access control equipment installed in the buildings like Controllers with Power Supply, smart card readers, Magnetic lock with sensors, and Access control software shall be maintained by the contractor with preventive maintenance i.e. once every month to ensure proper functioning of the Access control system. The contract also includes breakdown maintenance which has to be attended within 24 hours of the breakdown coming to notice.
- (b) A monthly maintenance chart should be maintained and be approved and signed by concerned authorities of the Institute.
- (c) The contract shall cover spot breakdown maintenance, preventive maintenance, servicing and repairing of machines. The SLA for attending any breakdown will be maximum 24 hrs.
- (d) The firm shall maintain sufficient inventory of spares. In case of failure of any items the same should be replaced by item in spare to ensure that the system is operational and available.

Technical Bid

The agencies / companies who fulfill the eligibility criteria mentioned below will only be considered for opening of financial bid:

S. No.	Particulars	Document (s) to Annex
1	As on 31.01.2023, the agency / Company should bein existence for at least Five years.	Certified copy of registration certificate.
2	The bidder should have direct authorization from the OEM for supporting the equipment mentioned or should be a distributor/service provider of M/sHoneywell/CP Plus	Certificate copy is essential
3	Company should have average turnover of Rs.50 lacs in similar field in previous three financial years ending on 31.03.2022.	Audited accounts of 2019-20, 2020-21 & 2021-22 may be enclosed. CA certified copy of turnover from annual maintenance contacts.
4	Company should have experience of similar work in Institute/Academic Institute/Public Sector Undertaking/ MNC/ Corporate Sector during last Seven (07) years.- i) Three similar completed works costing not less than the amount equal to Rs.1.6 lakhs. or ii) Two similar completed works costing not less than the amount equal to Rs 2.4 lakhs. or iii) One similar completed work costing not less than the amount equal to Rs.3 lakhs.	Certified Copies of Work orders/ Experience certificate etc. on the letter head of the client / customer.
5	Company should have valid PAN, GST registration	Certified Copy of each document
7	Company should not have been barred / blacklisted for taking up similar work in any organisation	A certification to this effect on the letter of the bidder.
8	Earnest Money Deposit (EMD)	Rs.10,000/- in the form of Demand Draft in favour of “ IIIT Delhi Collection ” payable at New Delhi (except for those who are exempted by NSIC certifications (with Proof)) failing shall be treated as invalid and shall be liable for rejection
9	The Firm/office/service should have well established servicing facility in Delhi - NCR (Address proof)	Certificate to be furnished/enclosed
10	Bidder must have sufficient Technical & supervisory staff proficient in managing the tender service (Please enclose undertaking on bidder’s business letterhead signed by the	Certificate to be furnished/enclosed

	authorized signatory	
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Award of Work

Those who meet the eligibility criteria as above will only be considered for opening of financial bid. In this regard decision of the Institute shall be final and not open to dispute/challenge. The agency quoting the lowest rate for AMC shall be considered for award of work. However, IIIT-Delhi does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.

Financial Bid

Interested agencies may submit financial bid as per enclosed format (**Annexure-“B”**), duly authenticated and stamped. Bidders are advised to inspect the site before quoting the rates. **The Financial Bid should contain all relevant price information for Non-Comprehensive AMC.** The Bid Form must be filled in completely, without any errors, erasures or alterations. The Financial Bid should not contradict the technical offer in any way. The item wise rates ie bifurcation of the cost of AMC (**Annexure-“A”**) should be provided at the time of issue of award letter.

Payment Terms

GST compliant quarterly bill by the 7th day of next month shall be raised for 25% of the total contract value plus taxes, as applicable. Payment shall be released within 15 days of raising bill. Payment shall be released through online mode only. The bidder is advised to furnish copy of the cancelled cheque and funds transfer details as will be provided by the Institute.

Performance Guarantee

Selected company will be required to deposit Performance Guarantee @ 3% of the Work value which shall be in the form of DD/FDR/Bank Guarantee in favour of the Institute. **The format of which will be provided at the time of Award of Work..**

Bidding Procedure:

Bids are invited in Two Bids System i.e. (1) Technical and (2) Financial

Technical and Financial bids should be sealed separately and enclosed in a sealed envelope clearly indicating separately Technical Bid for “Non-Comprehensive Annual Maintenance Contract (AMC) of the CCTV Surveillance System and Security Access Control System” addressed to Registrar IIIT-Delhi, Okhla Industrial Area Phase-III, New Delhi-110020.

Sealed quotations shall be received not later than 3.00 P.M. on **27th Feb 2023**. No bids will be accepted after this date & time under any circumstances. The Institute will not be responsible for any postal/courier delay and also for reasons beyond control of the Institute.

Technical bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. Technical bids of all the tenderers will be opened on pre scheduled date, time & venue. Technical bids without EMD will be

summarily rejected. The financial bid will be opened after evaluation of the technical bid. Financial bid of only those meeting the requirement of the Institute will be opened and no representation in this regard will be entertained. The date, time of opening of financial bid will be communicated later.

How to submit

The interested agencies may submit their proposal along with the above mentioned documents by subscribing the envelope “**Non-Comprehensive Annual Maintenance Contract (AMC) of the CCTV Surveillance System and Security Access Control System**” enclosing separate sealed envelopes marked as **Technical Bid** and **Financial Bid**, so as to reach the Registrar, **IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020** by **1500 Hrs on 27th Feb 2023**.

**For and on behalf of
Indraprastha Institute of Information Technology Delhi
Signed
Registrar**

TERMS AND CONDITIONS

1. The contract is initially for a period of one year. The contract will be reviewed yearly, and may be extended for a period of maximum of three years. However, Institute at its discretion, can terminate the contract without citing any reason at any point of time by giving three (1) month notice. In case of termination, Institute will be liable to pay pro-rata amount to the vendor only for the period for which the AMC services availed by the Institute. On mutual consent, contract may be extended for a further period of two years on the same rates, terms and conditions.
2. The Non Comprehensive Annual Maintenance contract (NCAMC) is located in IIITD Campus Okhla Phase-III, New Delhi. The selected vendor will be required to maintain the system in the mentioned site.
3. Logistics: The customer shall provide all the necessary permits, forms and documents if any required for the movement and avoidance of octroi/entry tax if any.
4. The contractors are advised to get acquainted with the proposed work and its site and special conditions carefully before tendering. No claim of any sort shall be entertained on account of any site conditions and ignorance of specifications and special conditions.
5. Prices quoted should be for Institute premises and should be all inclusive of statutory taxes, fees, cesses, any duties, levies, charges, surcharges and other components, etc. except GST which is to be shown separately.
6. The successful bidder has to submit the security deposit /performance guarantee from nationalized bank of equivalent amount of 3% of the contract value within 10 days of issue of order on awarding the contract but before execution of the agreement, to cover any loss or damage caused to or suffered by the Institute due to acts of commission and omission by the successful bidder or any failure on the part of the successful bidder in fulfillment of terms and conditions of the contract and conditions contained in the agreement. The Bank Guarantee shall have to remain valid for the entire duration of the Contract plus three months beyond the completion of contract period. The successful bidder shall not be entitled to any claim or receive any interest on the amount of performance guarantee. The EMD of the successful bidder will be refunded after submission of the performance Guarantee/Security Deposit. Successful bidder may also submit the performance guarantee in the form of demand draft payable to IIIT-Delhi Collections.
7. The rates quoted by the contractor shall be taken as net and nothing extra shall be paid on any account i.e. royalty, cartage, taxes and stacking at required places etc.
8. In case of any breakdown the contractor shall visit site to attend the breakdown.
9. Payment shall be made on quarterly basis.
10. The technical proficiency and the behavior of the staff to be engaged shall be checked along with the credentials of the staff and only those who pass the above criteria shall be engaged at the site.

11. The department reserves the right to close the contract at any time during the currency of the contract and 7 days' notice will be issued to the contractor without giving any compensation.
12. The rates quoted shall be inclusive of all taxes i/c GST.
13. Escalation matrix up to the level of CEO must be provided with phone numbers and e-mail addresses of all personnel in the matrix.
14. This is purely a service contract. All the staff engaged by the contractor shall solely be his liability and this department, in no way, shall be held responsible for any compensation for any of their acts/accidents.
15. In case of any accident during the maintenance of the equipment leading to injuries, damages to human being, equipment and or loss of life, the contractor shall be fully responsible for setting all claims and indemnity. In this respect no compensation shall be made by the department. inquiry office & shall be produced as and when required by higher officer of deptt. Otherwise recovery @ Rs. 1000/- per month will be made from the bill.
16. Repair/replacement shall be done at the direction of Engineer-in-Charge to keep the system in healthy condition and with minimum down time.
17. In addition of above T&P if any special T&P shall be required, the same shall be arranged by the contractor within the scope of work for which nothing extra shall be paid.
18. Technical staff shall visit the site and check the complete system, including all of the above mentioned sub systems, once in a quarter and carry out the required preventive maintenance to avoid break downs. The service slips/ log books for every visit shall be got signed from Engineer-in-Charge regularly.
19. All installations shall be kept clean and safe from risk of Fire/Theft/Accidents and damage etc.
20. The contractor shall bring to the immediate notice of the department any defect/mal-functioning of any of the equipment and machinery which requires attention of the department if not otherwise covered by the scope of the contract.
21. Dismantled materials if any resulting from the replacement or repair shall be returned to the Engineer in charge.
22. All standard protocols such as wearing masks, using sanitizer, maintaining safe distancing norms must be followed by the Contractor and his workers to prevent spread of coronavirus failing which expulsion/ penalty shall be levied on the agency.
23. The workers shall be scanned for temperature before entry as per norms and actions per policy taken.
24. All workers are supposed to use identified utilities of the Institute only.

PROFORMA FOR BID

1. Name and Address of the firm/agency, telephone number, fax, mobile number, emailaddress
2. Type of organization (Whether proprietorship,partnership, private limited, limited company)
3. Name and Address of the directors proprietor /partners
4. Year of formation of the company/ experience
5. Nature of business carried by the company
6. Total number of employees of the firm
- 7. Contact number in case of emergency**
8. Whether authorized service provider of anyOEM/Manufacturer ?
9. If yes, Name & Address of OEM (please furnishdocumentary proof)
- 10.Details of contracts executed till date
(Please give details of contracts executed previously in a separate sheet, along with documentary proof thereof)

S.No.	Name of Contracts with email , phone number	Period	Govt./Educational Institutes/Semi Govt./Private

11.Details of present contracts in hand:

S. No.	Name of Contracts with email , phone number	Period	Govt./Educational Institutes/Semi Govt./Private

12.Any other information

Certified that all the terms and conditions mentioned in the tender document are acceptable to me/us.

Signature of the Authorized Signatory
with Seal of the Agency/ Firm

NON-BLACK LISTING DECLARATION

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To, Registrar
IIITD Campus
Okhla Phase-III,
New Delhi-
110020

We hereby confirm and declare that we, M/s-----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

Signature of Contractor

With stamp

BOQ for Non-Comprehensive Annual Maintenance contract (AMC) for CCTV Surveillance System and Security Access Control System

S.NO	Equipment	Qty	Rate	Amount
1	CCTV Surveillance System			
a	3MP IP IR Dome Camera 1080P High Definition H.264 IR Network Fixed Dome,-(Make : M/S Honeywell) Model No.: HED3PR3	150		
b	5MP IP IR Dome Camera 1080P High Definition H.264 IR Network Fixed Dome/Bullet ,- (Make : M/s Honeywell) Model No.: HC30WB5R1/HC30W45R3	7		
c	2MP /4MP IP IR Dome Camera 1080P High Definition H.264 IR Network Fixed Dome/Bullet ,- (Make: M/s Honeywell) Model No.: HED2PPER3/HBD2PER1/	45		
d	4MP IP IR Dome/Bullet Camera 1080P High Definition H.264 IR Network Fixed Dome,- (Make : M/S CP Plus) Model No.: CP-UNC-TC41L5C-VMDS/ CP-UNC-VC41L5-VMDS	160*		
e	System Manager or Database Manager to support minimum 300 cameras - Central Include PC server, OS, DB, Video (Make : M/s Honeywell) Model No: HUS- XPRO-MAS-E	1		
f	NETWORK VIDEO RECORDER WITH HARD DISK – (Make : M/S Honeywell)- Model NO: HUS- NVR-5100A-E	1		
g	32CH NETWORK VIDEO RECORDER WITH HARD DISK -(Make: M/s Honeywell)- Model NO: HEN32204	2		
h	64 CH NETWORK VIDEO RECORDER WITH HARD DISK – (Make : M/S CP Plus)- Model NO: CP-UNR-4K564R8-V2	1*		
i	32 CH NETWORK VIDEO RECORDER WITH HARD DISK – (Make : M/S CP Plus)- Model NO: CP-UNR-4K532R8-V2	3*		
2.	Access Control System			
a	Controllers with Power supply for 2 doors-(Make : M/S Honeywell) Model No-PRO3000	37		
b	Smart card readers -(Make : M/S Honeywell) Model No : OM30BHONCS	75		
c	Magnetic door locks of 600 lb holding force for single leaf door complete set(Make:Abloy) /AAIEMAGA4SSHSAL)	75		
d	Access Software WPS49 - WIN-PAK 4.9 Standard Edition	1		
e	Exit /push Buttons	75		
	Total Amount			

*** Note: Please note that the AMC of the items are presently under warranty /DLP and will be commenced only once the warranty/DLP of such items expires on 31.12.2023. Hence the contract amount during will vary accordingly.**

Annexure-“B”

**Format of Financial Bid for Non Comprehensive Annual Maintenance Contract (AMC)for
CCTV Surveillance System and Access Control System**

Sl. No.	Description	Maintenance Cost Without GST	GST	Amount (All inclusive) In Rupees		
A	Non Comprehensive Annual Maintenance Contract (AMC) For CCTV and Security Access Control System as per the details provided in the tender document under “Scope of Work” (Total Amount of A above)					
	Sub Total (A)					
Sl. No	Description	Model No	Qty	Unit Rates Excluding GST	GST	Amount (All inclusive) In Rupees
1	4MP IP IR Dome Camera 1080P High Definition H.264 IR Network Fixed Dome/Bullet ,- (Make: M/s Honeywell)	Model No.: HED2PPER3/HBD2PER1 / Latest version	1			
2	4MP IP IR Dome Camera 1080P High Definition H.264 IR Network Fixed Dome/Bullet ,- (Make: M/s CP Plus)	Model No.: CP-UNC-TC41L5C-VMDS/ CP-UNC-VC41L5-VMDS/ / Latest version	1			
3	HDD 8TB Surveillance. designed to ensure seamless video footage capture in 24x7 surveillance workloads, -	WD/Seagate/ Sony	1			
4	8 Port 10/100/1000 GIGABIT web managed POE switch with 2 Nos RJ45 slot	D-Link/Netgear/ Cisco	1			
5	Smart Card Readers	Make : M/S Honeywell) Model No : OM30BHONCS	1			
6	Magnetic door locks of 600 lb holding force for single leaf door	Make: Abloy /AAIEMAGA4SSHSAL	1			
B	Total Amount (1 to 6)					
	Total All inclusive (A+B) (Rs. in figures). Non-Comprehensive Total (Rs. in words)					

We agree to carry out the Work at the rate quoted above for the duration of **one full year**.

We understand that IIIT, Delhi is not bound to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.

Please note:

- i) Quantity of Items may increase / decrease as per the requirement of the Institute.
- ii) Institute at its sole discretion may award AMC period for one year / two years / three years.
- iii) Vendor shall have no right to claim any minimum/definite/guaranteed volume of business.
- iv) The award of work shall be based on the lowest bid of AMC cost as at A above.

(Name and Signature of Authorized Signatory with seal)
(Signature of the bidder)

Date: