

**कार्यालय महालेखाकार (लेखा.एवं हक़.) पंजाब एंड यूटी,
चंडीगढ़
प्लॉट संख्या 20, सेक्टर 17-इ, चंडीगढ़**

क्र.- सी.आर.टी./105(3)/एएमसी/2024-25/48-51

दिनाक:-12-04-2024

सेवामें

सीमित निविदा सूचना

CCTV CAMERAS की व्यापक वार्षिक रखरखाव अनुबंध (एएमसी)।

कार्यालय महालेखाकार (लेखा.एवं हक़.) पंजाब एंड यूटी, चंडीगढ़ में विभिन्न अनुभागों / शाखाओं में स्थापित CCTV camera के व्यापक रखरखाव अनुबंध हेतु एक वर्ष की अवधि के लिए पार्टियों / फर्मों से बोलियां आमंत्रित किए जाते हैं। आपसे अनुरोध है कि प्रत्येक आइटम के लिए निर्दिष्ट प्रदर्शन के वार्षिक अनुबंध / रखरखाव के लिए अपनी दरें दिनांक 22-04-2024 समय 11.00 AM तक कार्यालय में अधोहस्ताक्षरी के समक्ष जमा करें।

<u>क्रमांक</u>	<u>विवरण</u>	<u>संख्या</u>	<u>अवधि</u>
1.	CCTV camera	48	01.05.2024 - 31.03.2025

ऊपर प्रदर्शित मदों की संख्या अनुबंध की समयावधि के दौरान घटाई या बढ़ाई जा सकती है। निर्धारित समय के बाद प्राप्त हुए बोली को स्वीकार नहीं किया जायेगा। मरम्मत/रखरखाव में इस्तमाल किये जाने वाली सामग्री उच्चस्तर की होनी चाहिए जिसका विवरण नियम एवं शर्तों में दिया गया है। बोली दस्तावेज अग्रिम राशि रू.10,000/-सहित वेतन एवं लेखा अधिकारी, कार्यालय महालेखाकार (लेखा एवं हक़.) पंजाब एवं यूटी, चंडीगढ़ के पक्ष में किसी भी राष्ट्रीयकृत बैंक द्वारा चंडीगढ़ में देय डिमांड ड्राफ्ट या चेक के रूप में जमा किये जाने चाहिए अन्यथा बोली रद्द कर दी जाएगी। बोलीदाता बैंक डिमांड ड्राफ्ट/चेक के पीछे अपना नाम व पूरा पता अवश्य लिखे। पैनकार्ड/ सेवाकर सं./ जीएसटी सं. बोली दस्तावेज के साथ संलग्न किया जाना चाहिए।

प्राप्त बोलियाँ को उसी दिन 03:00 P.M पर खोला जाएगा। बोलियां वरिष्ठ उप-महालेखाकार (प्रशासन), कार्यालय महालेखाकार (लेखा.एव हक़.) पंजाब एंड यूटी, चंडीगढ़, द्वितीयतल, प्लॉट नंबर 20, सेक्टर 17, चंडीगढ़ को संबोधित किया जाना चाहिए। बोली वाले लिफाफे के शीर्ष पर " CCTV camera की व्यापक वार्षिक रखरखाव अनुबंध (एएमसी) हेतु बोली " शब्दों के साथ लिखा जाना चाहिए। निविदा दस्तावेज निः शुल्क हैं, जिन्हें आधिकारिक वेबसाइट agpunjab.gov.in से भी डाउनलोड किया जा सकता है।

निविदा सभी मामलों में पूर्ण होना चाहिए तथा सभी पृष्ठों पर निविदा कर्ता के प्राधिकृत हस्ताक्षरकर्ता द्वारा हस्ताक्षरित होना चाहिए और कंपनी की मुहर को निविदा दस्तावेज के प्रत्येक पृष्ठ पर प्रत्येक निविदा स्थिति की पुष्टि करने वाले व्यक्ति के हस्ताक्षर के तहत रखा जाए। निविदा के अनुलग्नकों में सभी कॉलम विधिवत, ठीक से और पूरी तरह से भरे हों। दरों और इकाइयों को पुनः परिवर्तित नहीं किया जायेगा। दरें हमेशा आंकड़ों और शब्दों दोनों में हों।

निविदा दस्तावेज के लिए आवेदन करते समय, इच्छुक निविदाकर्ता अनुभव प्रमाण पत्र, पूर्णकार्य / प्रदान किए गए कार्य, वैध कार्य अनुबंधकर / पैन / जीएसटी की प्रतिलिपि प्रस्तुत करेंगे।

विभाग के पास सभी या किसी भी निविदा को अस्वीकार करने और 2 या अधिक दलों के बीच काम का आवंटन करने का अधिकार है और यह भी कि विभाग निम्नतम या किसी भी निविदा को स्वीकार करने के लिए बाध्य नहीं होगा। इस सम्बन्ध में कार्यालय महालेखाकार (लेखा.एव हक़.) पंजाब एंड यूटी, चंडीगढ़ का निर्णय अंतिम और सभी बोलीदाताओं पर बाध्यकारी होगा।

बोलियाँ जमा करने से पहले निविदाकारों को कार्यालय का दौरा करने की सलाह दी जाती है।

पूछताछ के लिए, कृपया संपर्क करें

श्री. वेद प्रकाश
वरिष्ठ लेखा अधिकारी
मो- 9001800873/9872721223

_____ Sd _____
वरिष्ठ उप-महालेखाकार
(प्रशासन)

**OFFICE OF THE ACCOUNTANT GENERAL (A&E) PUNJAB, PLOT NO. 20, SECTOR
17-E, CHANDIGARH-160017**

No. CRT-1/105(3)/AMC/2024-25/48-51

Dated: 12-04-2024

To,

LIMITED TENDER ENQUIRY

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF

CCTV camera.

Sealed quotations are invited from parties / firms for Comprehensive Maintenance Contract of CCTV installed at various Sections/branches in the Office of the **ACCOUNTANT GENERAL (A&E) Punjab & UT, Chandigarh** for a period of **ONE Year**. You are requested to submit your competitive rates **to undersigned** for the annual contract/maintenance of the following items for the period specified against each item in specified Performa (Annexure-B) latest by 22-04-2024 up to **11:00 AM**.

Sr. No.	Name of the Items	Quantity	Period of Contract
1.	CCTV camera	48	01.05.2024 to 31.03.2025

Quantity of aforesaid items may increase or decrease during AMC Period

Belated offer will not be considered. The quality of material to be used in repairing/maintenance will be governed by the terms and conditions enclosed along with annexure A, B. Earnest money @ **Rs. 10,000/-** for rates quoted on items in Annexure B must be submitted in the form of Demand Draft from a Scheduled Bank in favour of Pay and Accounts Officer, Office of the Accountant General (A&E), Punjab & UT, Chandigarh. The period of validity of this Demand Draft shall be 3 months beyond the date of contract period. Copy of **PAN Card/ Service Tax no./ GST no.** may also be enclosed with the quotation.

The quotations will be opened at 03:00 PM on the same day. The quotations should be addressed to Sr. Deputy Accountant General (Admn), O/o the Accountant General (A&E), Punjab, 2ndFloor, Plot No. 20, Sector 17, Chandigarh. The envelope containing the quotation should be super scribed with the words "**QUOTATION FOR AMC OF CCTV CAMERAS**" on the top. Tender documents are free of cost, which can also be downloaded from the official website i.e. agaepunjab.gov.in.

The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderers on all the pages and the company stamp shall be placed

under the signature of person on each and every page of tender document confirming all the tender conditions. All the columns in the annexures 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.

While applying for the tender document, the intending tenderers shall furnish proof of experience certificates, works completed/awarded, and copy of valid work contract tax/PAN/GST applicable.

The department shall have the right to reject all or any tender and allot the work between 2 or more parties and also will not be bound to accept the lowest or any tender. The decision of Accountant General shall be final and binding on all bidders.

Tenderers are advised to visit the office before quoting the rates.

For any further enquiries, kindly contact:

Sh. Ved Parkash

Sr. Accounts Officer

Mob- **9001800873/9872721223**

_____ Sd _____

**Sr. Deputy Accountant General
(Admin)**

Date:

Tender No. - 01

FORM OF APPLICATION

(On Tenderers letter Head)

To,

The Sr. Deputy Accountant General (Admin)
Office of the Pr. Accountant General (Audit) Punjab,
Plot No 20, Sector: 17E, Chandigarh-160017

Sir,

Sub: --Tender for Comprehensive Annual Maintenance Contract (AMC) of CCTV installed at the office of Accountant General (A&E) Punjab & U.T, Chandigarh.

1. I/we have read and understood the instructions and other terms and conditions furnished in respect of the captioned tender. I/we hereby submit my/our application for the captioned tender. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
3. I/we clearly understand and agree that if any of the information furnished by me/us hereunder is found to be wrong or untrue or false or incorrect or incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the „Executing Agency“ for the above AMC work on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with your office is liable to be terminated forthwith at the discretion of authority, at any stage, without notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of O/o Accountant General (A&E) Punjab & UT, Chandigarh in selection of the AMC Provider is final and binding to me / us.
5. Total pages contained of Bid document = ____ nos. Of Pages

Thanking you.

Yours faithfully,

Signature with Stamps of the Tenderer

Name:

Designation:

Place:

Annexure-B

**COMPREHENSIVE CONTRACT FOR REPAIRING/MAINTENANCE OF CCTV camera
DURING THE YEAR 2024-25.**

Sr. no.	Items	Particular	Quantity (Total)	Annual Rate (Comprehensive AMC)	Rates including GST (Comprehensive AMC)	Remark if any
1.	CCTV camera	48 nos. of CCTV cameras (Hikvision) setup	48			

Total rates including GST in words:- _____

- Bidder shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates. No extra claim what so ever in this regard shall be entertained.
- O/o Accountant General (A&E) Punjab & UT, Chandigarh **reserve** the right to increase or decrease number of CCTV cameras for providing AMC, at any stage, as mentioned in the Performa for commercial bid. Rates proportionately link will be increased / decreased accordingly.
- Comprehensive AMC of aforesaid items includes repair/replacement of each and every part of unit/item excluding Electrical voltage increase/decrease, external burning by fire.

We have studied the specifications and the maintenance/repair conditions, supplied with the document by the office and I/We have quoted above rates subject to the following conditions (if any)

SIGNATURE & SEAL

TERMS AND CONDITIONS

1- Bidders are advised to visit the site/office before quoting the rates to acquaint themselves about the installed **48 nos. of CCTV cameras** in the office building with prior intimation to Sr.AO (CRT).

2- The material to be used in repairing /maintenance shall be of high quality (genuine spare parts). The authenticity report (OEM/Reputed make) must be submitted for each event of repair/maintenance to certify that the items being used in replacement of faulty one or for repair purpose is of high quality.

SCOPE OF WORK

3-The term 'Comprehensive Annual Maintenance Contract of CCTV Camera (AMC) shall include cost on account of all repair and maintenance of all the CCTV Camera replacement of spare parts / mechanical /consumable parts thereof during the currency of the contract at the exclusive risk, responsibility and cost of the Contractor. In brief, the department shall not bear any cost for anything whatsoever after the CCTV Camera units have been handed over to the Contractor for maintenance.

4-The CCTV Cameras that are not serviceable by the agency / beyond economical repair due to obsolescence of technology or non- availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of O/o Accountant General (A&E) Punjab & UT, Chandigarh regarding non-availability and obsolescence of technology will be final. Withdrawal of such CCTV Camera shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble free condition during the period of contract.

5-A record of preventive maintenance carried out would be maintained by successful bidder and duly certified by the authorized officer. The contractor will maintain history sheet of equipment's under maintenance contract with detailed specification.

6-All the faults will be attended at site of this office. In case of a major fault, if the machine (CCTV Camera) is required to be taken to the company workshop, the company shall provide a replacement unit till the time if required by this office. The same CCTV Camera sent for repairs should be positioned back.

7- Following work is included in the Annual Maintenance Contract of CCTV Camera: Besides periodic servicing of the CCTV Camera, contract shall include attending the breakdown calls, providing and fixing of any components of the machine (free of cost).

8-Repairing, etc. is to be done immediately if on inspection any defect is found.

9- Maintenance of all the CCTV cameras installed in the office building, their fixing stands, weatherproofing arrangements for the cameras, video server, media converter and its power supply arrangement.

10-Maintenance of all the wall mounted LCD TV's and all the connecting cables, wall mounting arrangements etc.

11- Maintenance of cable connectivity between cameras located at different locations shall include maintenance of cable, termination device, fixing rack, network device/ network cable etc. and their power supply arrangements at the camera end and also includes maintenance of media converter, NVRs, storage device, termination device, network switches etc. and their power supply arrangements.

12- This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem will be covered in the maintenance.

13- Preventive maintenance of all items which will include cleaning of all the equipments, checking individual and complete performance of the equipments of the CCTV system. This should be done by the firm in the first week of every quarter of the financial year.

14- Preventive maintenance will include monitoring the conditions in which the hardware is working and forewarning the in-charge of any factors detrimental to the satisfactory functioning of the hardware.

15- The firm should make sure that the complaint is taken up on priority basis and resolved within 6 hours of lodging complaint by this office.

16- The responsibility of backup and retrieval of data during maintenance and service of the equipment will be with the firm.

17- The vendor shall consider the CCTV system and equipments along with it such as the monitors, PC, network device, power supply arrangement, recording devices; servers etc. as a whole and ensure proper working of all the equipment for ensuring effective functioning of the CCTV system.

18- This will also include the troubleshooting of any network issues arising in the CCTV network.

The penalty amount per complaint will be as follow:

19- Fault not rectified within 24 hour @ Rs 2000/- per day per item shall be levied.

20- Faults not rectified within 48 hours @ Rs 5000/- per day) shall be levied. If OEM or above specification component is not used as maintenance spare, the cost of the equipment will be paid by the vendor if the equipment becomes unserviceable.

21- In the event of non-repair of equipment by the vendor, the equipment will be got repaired from the open market. The actual cost of the same shall be recovered from the contractor apart from above penalties. In addition, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority.

22- Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor at his own cost.

23- Any damage resulting to the system on account of the negligence or malfunctioning shall be made good by the contractor. Nothing extra will be paid for such work.

24- The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the concerned sectional in-charge of the department and any expenditure incurred therein for alternative arrangements by sectional in-charge shall be recovered from the contractor.

25- The penalty amount shall be deducted from contractor's bill.

26- The material required for replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be taken by the contractor as buy back after the approval of competent authority.

27- All break-down calls shall be attended to immediately and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons shall be attended to on the next day without fail.

28- Transportation of faulty Units from the office buildings to the service provider's workshop, from one building to another and from the service provider's workshop to the office buildings, will be at the cost of the service provider.

29- Tax will be deducted at source /GST will be deducted as admissible from time to time.

PAYMENT TERMS AND CONDITIONS:

The payment of comprehensive contract will be released as per details below:-

50% payment of contract after completion of six months satisfactory service.

25% payment of contract after completion of nine months satisfactory service.

25% payment of contract after completion of the contract of the respective items.

No escalation of prices shall be permitted on any ground during the period of contract.

30- Copy of **PAN Card/ Service Tax no./ GST no.** may also be enclosed with the comprehensive rates quoted.

31- Any item under AMC may be withdrawn from the contract at any time during the contract period and proportionate payment may be made for that item.

32- The maintenance work shall normally be done during working hours of the office. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays, Prior arrangement through proper communication should be worked out in all cases by the servicing agencies.

33-TOOL AND PLANTS:

- (i) The required tools and plants for carrying out the work shall have to be arranged by the Contractor at his cost and no tools will be arranged by this office.
- (ii) The contractor has to arrange necessary insurance coverage to the workmen deployed by him and shall arrange necessary safety measures before starting the work.

34- Validity of Contract:

The AMC if awarded will be initially for a period of **one year** from the date of award subject to continuous satisfactory performance. However, on failure on this aspect by the contractor/successful bidder, the Office of the Accountant General (A&E) Punjab & UT, Chandigarh will have the right to terminate the contract forthwith and initiating administrative actions for black listing solely at the discretion of the competent authority. The contract shall automatically expire after the contract period, unless extended further by the mutual consent of contracting agency and *this office for another period of one year on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed between the parties.*

35- TAKING OVER CCTV Camera FOR AMC CONTRACT

- I. The CCTV Camera, shall be taken over for AMC contract on “as and where installed” basis.
- II. The contractor shall ensure that all CCTV Camera are in proper working conditions at the time of taking over.
- III. After completion of the contract, contractor has to hand over the system in perfect running condition (complete in all respects as per inventory) to the department.

36- Sub-letting of Work

The contractor shall not sublet/transfer or assign the contractor any other part thereof without the written permission of the competent authority of the Office of the Accountant General (A&E) Punjab & UT, Chandigarh. In the event of the contract or

contravening this condition, competent authority shall be entitled to initiate the action for forfeiture of security money/ holding bills/ blacklisting of the firm and legal action.

37- Right of Acceptance:

The Office of the Accountant General (A&E) Punjab & UT, a Chandigarh reserve all rights to reject any bids including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority of the Office of the Accountant General (A&E) Punjab & UT, Chandigarh in this regard shall be final and binding.

(i) Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work will prejudice the bidder's bids.

(ii) The Competent Authority of the Office of the Accountant General (A&E) Punjab & UT, Chandigarh reserves the right to award any or part or full contract to any successful agency (ies) at its discretion and this will be binding on the bidders.

(iii) In case of failure to comply with the provisions of the terms and conditions mentioned by the agency that has been awarded the contract, the competent authority of The Office of the Accountant General (A&E) Punjab & UT, Chandigarh reserves the right to award the contract to the next higher bidder or outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.

38- Certificate/document/credential should be attached with bid documents:- (Self attested copy with stamp of company/firm/organization)

- (i) At least **one year** experience in AMC of CCTV camera or similar nature work in any govt. organization/semi govt./PSU etc in last three year. (Sales bills must be attached)
- (ii) GST no. Certificate.
- (iii) PAN no. Certificate and payment/clearance details of service tax, Income Tax and any other applicable Tax for last three year issued by the concerned authorities.
- (iv) Company registration certificate (ISO registration firm/company/organization)
- (v) Declaration certifying that the company/firm/organization is not blacklisted by any Govt. Organization/Semi govt./PSU and also not involved in any dispute with CBI/Vigilance department.

39- The bidder/bidders will be bound by the details furnished by him/her/them to this office while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her/them liable for legal action besides termination of contract.

40- The validity period of the bid will be four months (120 days) from the date of opening of tender documents, which may be extended by the bidders for such period as may be requested by this office.

41- In case of disputes, if any, arising under the said process shall be subject to the exclusive jurisdiction of courts at Chandigarh. Any disputes arising after the signing of the agreement shall be resolved in the manner as mentioned in such agreement.

42- This office shall not be responsible for any financial loss or any injury to any of the staff deployed by successful bidder in the course of their performing the functions/duties, or for payment towards any compensation.

_____ Sd _____
Sr. Accounts Officer (CRT)

All terms & conditions are accepted

SIGNATURE & SEAL