



No. NIT/Admn. II/Audit/AMC/2021-22/609
Dated: 22-03-2021

Tender Notice for Annual Maintenance Contract for CCTV Cameras & EPABX System

Sealed tender are invited from registered and reputed agencies for Annual Maintenance Contract (AMC) for CCTV system & EPABX System in the head office Srinagar (Only Srinagar based firms) for the year 2021-22.

Interested firms /agencies having at least 3 years experience of providing the services of CCTV Cameras and EPABX Systems may download the tender documents, along with terms and conditions from website “agjk.nic.in” or can collect the same till 12. 00 PM up to 24-03-2021 from administration–II Section at Srinagar Office. The duly complete tender documents should be submitted in the drop box kept at Admn-II/ (Audit) at Srinagar office by or before 2 PM of 6 April 2021. The tenders will opened in presence of interested bidders who wish to be present at 4 PM on 6 April 2021 in the office chamber of Sr. Deputy Accountant General (Admn), at Head Office Srinagar.

- 1) Only one rate should be quoted for one item service as detailed in Annexure – A and should be inclusive of all taxes and charges.
- 2) The maintenance charges will be released on quarterly basis on equal installment against bills submitted by the firm after completion of each quarter and after receiving satisfactory certificate of maintenance / service rendered from concerned section of this office.
- 3) The Firm will be required to depute at least one engineer to this office on daily basis.
- 4) The Principal Accountant General (audit) reserves the right to accept or reject any or all tenders without assigning any reason thereof.

Sd/-

Senior Deputy Accountant General (Admn)

Other Terms and Conditions

- 1) The Contract shall be **NON-COMPREHENSIVE** and the firm will provide maintenance service of CCTV Cameras, EPABX **System** installed in the office. Replacement of any part of the equipment, if required, will however be done at cost of this office. All the replaced parts shall be deposited with the In-charge of Admn-II section of this office.
- 2) The Firm will be required to depute at least one engineer in this office on daily basis who must be well versed with the fault repairs/software maintenance on day-to-day basis and must possess knowledge of all related equipments/software's. In case of urgent and emergent situations, he can be asked to rectify the problem on weekends and holidays and after working hours also, at no additional cost.
- 3) The Firm shall maintain the equipments as per manufacturer's guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may lead to cancellation of the contract and legal action against the Firm.
- 4) Payment shall be made on quarterly basis on equal instalments after receiving satisfactory maintenance/service.
- 5) The firm shall be responsible for maintenance and upkeep of the Assets of this office in order to keep them in good working condition and also cleaning of all items on periodical basis
- 6) The firm will attend to the fault within one hour of lodging the complaint. Equipment down time should not be more than 24 hours from the time of report of fault. In case of failure of above clause a fully functional standby/replacement should be given. This would include the attached peripherals also.
- 7) In case the Firm fails to repair the CCTV Cameras and EPABX within a time period of 3 days, the office will make repairs of the same from some other firm on the risk and responsibility of the Firm and the charges on that account shall be borne by the firm. However, in case the firm fails to perform the services satisfactorily, the agreement shall be deemed as cancelled and all the deposits and dues shall forfeite and no claim for payment whatsoever will be entertained.
- 8) This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover damages/causes due to fire, theft, riots, accident, earthquake, storm, flood, thundering, breakage and the other natural calamities.
- 9) To monitor the maintenance activity and to discuss other related matters, meeting between the concerned officers of the Office and **the firm** will be held as and when need arises for the same and on the date convenient to both the parties.
- 10) The firm will inspect the CCTV system and EPABX system shown in the annexure after signing of the contract or during the 1st visit after the signing of contract.
- 11) The Firm shall furnish an undertaking in the enclosed format, to the effect that it shall maintain confidentiality of all information/data stored on the CCTV system / EPABX System of the office and shall at no cost divulge or reveal any information wholly or part of it, to which the firm may have access during the maintenance, repairs etc. of the systems.

- 12) The Firm shall take all precautionary measures in order to ensure the safety of their personnel (representative, agent, or workmen) working in the office while executing the work. The Firm shall ensure that unauthorized, careless or inadvertent operation of installed equipment, which may result in accident to their staff and or damage to the equipment are not deputed to this office. The firm shall assume all liability and give to the office the complete indemnity against all action, suits, claim, demands cost charges or expenses arising out of and in connection with any accident, death or injury, sustained by any of their person or persons within the office premises and any loss or damage to the asset/property sustained due to the act or omission of the Firm irrespective of whether such liability arises under the Workmen's Compensation Act,1923 or any other statute in force from time to time. The Firm shall assume all liability for and give to the office a complete indemnity against all suits or action arising out of or in connection with the carrying the works, whether such action are brought by the member of public or neighbours or persons employed on the works.
- 13) The Firm in carrying out the works shall conform to the statutory and other legal requirement.
- 14) In any case in which under clauses or clause of these condition, the firm shall have rendered himself liable to pay compensation amount to the whole of the security deposit, the office shall have power to rescind the contract (of which rescission notice in writing to the firm) and in which case the security deposit/Bank Guarantee of the firm shall together with such sums due to him under this contract shall stand forfeited and be absolutely at the disposal of the Office.
- 15) All disputes shall be subject to the jurisdiction of Court in J&K only.
- 16) Force majeure clause shall apply.
- 17) The CDR for Rs. 10000/- drawn in favour of Pay and Accounts office, office of the Principal Accountant General (A&E), Srinagar should be enclosed with the tender.

Sd/-

Sr. Deputy Accountant General Admn)

Annexure-A

Name of Items	Quantity
IP PTZ Camera	03
Dome Network camera. DH IPC – HDBW-1230 E-S- IPD 2 MP -1K10 2MP IR	05
Dome Hick vision IP Camera	02
IP Indoor Bullet Cameras (S 2 – C700),	11
IP Key Board for speed Doom Camera (SIP-KEY-1000)	01
Network video Recorder 16 channels with 12 TB Storage	02
POE Switch 24 portx100 (DES 1210-28 P) and SFP Module	30
EPABX System	
Telephone communication system	01
Master console with wide band audio full duplex hand free,10 contextual sensitive keys with 04-way navigator, alphabetical keyboard optional 10 & 40 key and smart display add on modules facilities etc. as required	01
Digital extension phone with wide band audio full duplex hand free 10, contextual sensitive keys with 04-way navigator, alphabetical keyboard and smart display etc. as required.	04
Caller ID phones having incoming and outgoing memories etc.	72

1. High power fluctuation and natural climates will not be covered in non-comprehensive AMC.
2. One engineer will be posted on full time based for the job during the office hours.

Sd/-

Sr. Deputy Accountant General Admn)