

कार्यालय महालेखाकार (लेखा एवं हकदारी)-द्वितीय, उत्तर प्रदेश, प्रयागराज
20, सरोजिनी नायडू मार्ग, प्रयागराज

एजी-II/ए डब्ल्यू/क० प्र०/एएमसी/सीसीटीवी & बाँयोमीट्रिक/98

दिनांक: 01.03.2024

वित्तीय वर्ष 2024-25 के लिए सीसीटीवी, एवं बाँयोमीट्रिक
मशीन हेतु वार्षिक अनुरक्षण अनुबंध हेतु निविदा

निविदा जमा करने की नियत तिथि एवं समय:
21.03.2024, अपराह्न 03:00 बजे

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II, U.P.
20 SAROJINI NAIDU MARG, PRAYAGRAJ-211001

AG-II/AW/CC/AMC/CCTV & Bio./98

Date: 01.03.2024

Notice Inviting

Tender

for

**Comprehensive Annual Maintenance
Contract of CCTV and Biometric
Machines for FY 2024-25 i.e.
01.04.2024 to 31.03.2025**

Due date and time for submission of tender:

On 21.03.2024 upto 03:00 PM

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II, U.P.
20 SAROJINI NAIDU MARG, PRAYAGRAJ-211001

**Subject: Limited Sealed Tenders are invited from interested and eligible firms for Comprehensive Annual Maintenance Contract of Biometric Machines & CCTVs etc. installed/running at Prayagraj Head Office & Lucknow Branch
Office for the FY 2024-25 i.e. 01.04.2024 to 31.03.2025.**

The office of the AG (A&E) –II U.P., Prayagraj intend to obtain Limited Sealed Tenders for the comprehensive Annual Maintenance Contract of Biometric Machines & CCTVs of this office (main office at Prayagraj and branch office at Lucknow location) including NVRs, DVRs Display Unit etc. as per Annexure-I with the following additional information: -

1. All the Biometric Machines and CCTVs are installed in this office (Prayagraj and its branch office at Lucknow) as per Annexure-I and are in working condition. However, the firm may check/inspect it to their satisfaction from **04.03.2024 to 08.03.2024** between **10:30 AM to 01:30 AM** before tendering the rates. Any change in rates shall not be permissible after submission of bids.
2. The bids shall be submitted in the “Two Bid System” manner i.e. (i) **Technical bid** should indicate business profile of the firm as per Annexure-II and (ii) **The Financial bid** should indicate the maintenance rate in the prescribed format provided in Annexure-III considering all the terms and conditions of the tender enquiry. **The bids should be submitted for comprehensive AMC and indicate rates for each item separately.** At first, Technical bid shall be evaluated in respect of the bidder’s profile and then, Financial bid shall be evaluated only for those bidders who qualify in Technical bid. **Technical bid must be kept in a separate envelope** clearly mentioning “Technical Bid for Comprehensive Maintenance of Biometric & CCTVs” and **Financial bid must be kept in a separate envelope** clearly mentioning “Financial Bid for Comprehensive Maintenance of Biometric & CCTVs”. **Both Technical bid and Financial bid should be kept in a single envelope with title “Quotations for comprehensive maintenance of biometric machines & CCTVs”.**
3. Rate/unit and total amount should be mandatorily quoted in tender document for all the items mentioned in Financial bid. However, L-1 firm will be determined on overall prices quoted by the firm.
4. Duly filled in quotations should be addressed and sent to **Shri Gyneshwar Nath Tripathi (Sr. AO), Second Floor, O/o the AG (A&E)-II, 20, Sarojini Naidu Marg, UP, Prayagraj-211001** or may be dropped in the box kept in officer’s chamber so as to reach us **on or before 21.03.2024 by 03:00PM**. No tender will be entertained received after due time and date. The technical bids shall be opened in the presence of the interested bidders, if so, on **21.03.2024 at 03:30 PM**. The financial bid shall be opened on the date as prescribed by the committee/competent authority of this office.
5. The successful bidder has to enter into an agreement on terms and conditions of this tender notice.
6. The decision of the **Competent Authority** shall be final and binding to the bidder in case of any dispute.

7. The firm must submit an **EMD of Rs. 5,000/-** in form of DD in favour of Pay and Accounts Officer, Office of the Accountant General (A&E)-I, UP Prayagraj along with technical bid. **Failing which the bids shall not be entertained.**
8. The AMC will be valid for the period from the date of awarding the contract to 31.03.2025
9. Biometric systems/CCTVs items, if any, and which comes under purview of AMC during the FY 2024-25, proportionate charges for fraction period will be paid for the services provided.
10. Annexure-II and III (on each page) shall be signed with seal of the authorized representative of the firm as token of accepting terms and conditions of the tender notice.
11. **Conditional bids either at technical or at financial stage shall not be entertained.**
12. **Only onsite support bid should be entertained and support by mean of remote in bid shall not be entertained.**
13. **If Successful bidder not have a local service shall have to establish one service center within 15 days of award of contract.**

Sd/-

Sr. Accounts Officer/Computer Cell

Terms and Conditions for Comprehensive Annual Maintenance Contract

1.0 SCOPE OF THE CONTRACT

1.1. This contract shall cover preventive and break down maintenance of Biometric and CCTV including NVRs, DVRs etc. as listed in Annexure-I and satisfactory working of equipment of surveillance system including software. The contract shall also include maintenance of software.

1.2. The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts sub- assemblies. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Consumable items viz. attendance system reports, cable batteries, connectors etc. only shall not be covered under AMC.

1.3. The items under AMC shall be repaired or provided a stand-by of similar configuration against any specific complaint within 24 Hrs. from the time of reporting, failing which, the penalty shall be imposed as under: -

- (a) If complaint is resolved (either providing stand-by or setting original equipment right) within 24 Hrs., no penalty shall be levied.
- (b) If stand-by is provided after the 24 Hrs, penalty of 10% of the per unit AMC charge, per day per item shall be levied after 3 days till the original hardware unit is set right.
- (c) If stand-by not provided even after the 24 hrs., penalty of 20% of the per unit AMC charge, per day per item shall be levied till the original equipment is set right.
- (d) If original equipment becomes beyond repair, it shall in any case be replaced within a week, failing which a penalty of 50% of the book value of the equipment shall be levied.
- (e) If original equipment is lost in the custody of firm, it shall be considered as serious concern of carelessness, and the loss will be compensated by levying penalty as competent authority may think fit.

1.4. It shall be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of Biometric and CCTV including NVRs, DVRs etc. as listed in Annexure-I during AMC period.

1.5. The firm may be asked to provide information on backup and recovery process of CCTV and biometrics data from time to time.

2.0 PERIOD OF THE CONTRACT

2.1 This contract shall remain valid for a period from the date of award of the contract i.e. from 01.04.2024 to 31.03.2025 and shall be specified in the letter of acceptance.

2.2 If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one-month notice to the firm. The decision of competent authority shall be final in this regard.

2.3 If situation demands, Competent Authority may direct AMC awardee firm to provide their services after expiry of FY 2024-25. The firm shall be paid pro rata basis for services provided in this situation.

3.0 RATES FOR AMC

- 3.1 The firms should quote their rates in words (Grand Total) as well as in figures on the tender form issued to all the vendors. The rates shall be **inclusive of all taxes and duties**.
- 3.2 The rates offered shall remain FIRM and VALID for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period.

4.0 PAYMENT TERMS

- 4.1 The annual maintenance charges would be paid in four installments after completion of each quarter. First installment would be due for payment after expiry of quarter or two months from the date of commencement of the contract. Payment would be made on submission of bills separately by the contractor to Sr. Accounts officer/Computer Cell, O/O the AG (A&E)-II, UP, Prayagraj, who shall certify, based on User's call register maintained in Computer Cell Section after ensuring that the work has been executed satisfactorily as per terms and conditions of the agreement. The last quarter payment will be released after all the machines under AMC are checked. No advance payment in any case would be made. Recoveries on account of penalties etc. shall be deducted from the quarterly bills.
- 4.2 Deduction of Tax at source shall be made by the office, whenever applicable for Income Tax; Works contract Tax etc. as per rules.

5.0 OTHER TERMS

- 5.1 A log register shall be maintained in the Computer Cell section of this office for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of complaint recorded in this register shall be considered as the log time. The firm's representative shall record there the date and time of rectification with their name and signature, provision of standby etc. in this register. The log register will be checked and authenticated by a designated officer of this office and the complaint would then be considered as resolved. If standby has been provided, then the time in which the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of this office. When the original equipment is returned after repair, the representatives of the firm and this office would record it in the log register and the complaint would be treated as resolved.
- 5.2 Preventive maintenance with special cleaning of the Biometric and CCTV from outside with liquid cleaner will be carried out on quarterly basis. Failure to clean external parts of Biometric and CCTV and an amount of **Rs. 50/- per equipment (Biometrics and CCTV) per quarter will be deducted from the AMC payable to the firm**. The report of preventive maintenance shall be sent quarterly by 5th day of expiry of each quarter to Dy. Accountant General/Admin of this office in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by AAO/Computer Section in the call register and preventive maintenance register/file.
- 5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipment for service/maintenance will be brought by the Service Engineer while attending the complaints of Biometric and CCTV. However, all necessary assistance for providing electricity points needed in connection with testing (at the location of equipment), repairing etc. shall be provided by the office. In case the equipment is required to be taken to workshop, all arrangements shall be made by the firm. Necessary Gate Pass for taking the equipment outside the office building shall be provided by the office.
- 5.4 Service Call Report shall be submitted quarterly by the firm indicating the status of attending of various complaints along with date and time of repairing.

- 5.5 Tender document along with Annexures II and III should be undersigned (on each page) by Authorized representative of firm with Seal.

6.0 SECURITY DEPOSIT

- 6.1 Security Deposit for the AMC shall be 10% of the contract value. First installment payment will be released after submission of Bank Guarantee/FDR (Validity of FDR is contract period + 60 days) equal to 10% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.
- 6.2 Security Deposit (SD)/Performance Guarantee shall be returned to the contractor after the completion of the period of the AMC and after the approval of the competent authority. Before releasing the Security Deposit, an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.
- 6.3 No interest will be payable on the Security Deposit or amounts payable to the contractor under the contract.

7.0 LIABILITY FOR COSTS & DAMAGES

- 7.1 All costs of damages or expenses which this office may incur on the part of the firm may be deducted by the administration at his discretion either from money due or to become due or refundable to him. The competent authority reserves all the rights and shall be entitled to retain payments to the extent of damages recoverable from the firm under this contract and to set off the same against all claims whether arising out of this contract or out of any other transaction whatever due to the contractor.
- 7.2 Contractor shall follow all Central/State legislations related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law in vogue.

8.0 AGREEMENT

The successful bidder shall be required to execute an agreement with the President of India acting through Deputy Accountant General, (Admin) O/o the AG (A&E)-II U.P. Prayagraj-211001 or officer authorized by him for carrying out the work according to the instructions to bidders and conditions of contract.

9.0 JURISDICTION

All the disputes and differences arising out of or in connection with this contract/agreement shall be subject to the exclusive jurisdiction of the Court of Law at Prayagraj only.

Sd/-

**Sr. Accounts Officer/ Computer
Cell**

Annexure -I

**List of Biometric Machines/CCTVs/ NVRs/DVRs/Software to be covered under
AMC during 2024-25**

Make & Configuration of Systems	Period of AMC	unit
Time Desk Software (at Prayagraj)	01.04.2024 - 31.03.2025	01
Time Desk Software (at Lucknow Branch Office)	01.04.2024 - 31.03.2025	01
Fingerprint recognition device (Make: Time Desk) (at Prayagraj)	01.04.2024 - 31.03.2025	10
Fingerprint recognition device (Make: Time Desk) (at Lucknow Branch Office)	01.04.2024 - 31.03.2025	02
PTZ Camera (Conference Hall)	01.04.2024 - 31.03.2025	01
CCTV Camera Samsung (Dome) (at Prayagraj)	01.04.2024 - 31.03.2025	15
CCTV Camera Samsung (Dome) (at Lucknow Branch Office)	01.04.2024 - 31.03.2025	04
CCTV camera Samsung (Bullet) (at Prayagraj)	01.04.2024 - 31.03.2025	08
16 Channel NVR-Samsung (at Prayagraj)	01.04.2024 - 31.03.2025	01
4 Channel NVR-Samsung (at Prayagraj)	01.04.2024 - 31.03.2025	02
4 Channel NVR-Samsung/HikVision (at Lucknow Branch Office)	01.04.2024 - 31.03.2025	01
CP PLUS 4 Channel DVR (at Prayagraj)	01.04.2024 - 31.03.2025	02
CCTV Camera CP Make (Dome) (at Prayagraj)	01.04.2024 - 31.03.2025	02
CCTV Camera Hikvision/ (Analog Bullet) (at Prayagraj)	01.04.2024 - 31.03.2025	04
Wall Mounted Display Unit (Samsung 20 inch)	01.04.2024 - 31.03.2025	04
Maintenance of total Networking with cables and all their components. (at Prayagraj and Lucknow Locations)	01.04.2024 - 31.03.2025	01 JOB

Sd/-

**Sr. Accounts Officer/ Computer
Cell**

Annexure-II

Technical bid proforma for Comprehensive Maintenance of Biometrics and CCTVs
(To be kept in a separate sealed cover i.e. "Technical Bid")

Sl.	(Mandatory Information enclosures)	Details of	Page. No
------------	---	-------------------	-----------------

No.		Information	showing details
1.	Name of the firm and address. In case an outstation firm must have branch office (Service Center) in Prayagraj and kindly mention the address of same.		
2.	Copy of CCTV and Biometric AMC work order executed successfully for minimum three years in the existing Govt. organization must be enclosed.		
3.	Will there be local service Centre of the firm from which services would be provided?		
4.	Name and designation of the technically qualified personnel available with the service center who shall attend the complaint call of this office must be enclosed.		
5.	Copy of PAN/TAN/GST and Copy of the latest Income Tax Return(ITR) or GST Return (GSTR) filed by the firm must be enclosed.		
6.	EMD of Rs. 5,000/- to be enclosed in form of DD in favour of "Pay and Accounts Officer" O/o the AG (A&E)-I, U.P., Prayagraj along with technical bid.		
7.	The firms must be registered as a company/firm/vendor with Govt. Organization. A copy of the registration certificate must be enclosed.		

Dated signature of the authorized representative:

Seal of the Firm:

Sd/-

Sr. Accounts Officer/Computer Cell

Annexure-III**Financial bid proforma for Comprehensive Maintenance of Biometric and CCTV**

(To be kept in a separate sealed cover i.e. "Financial Bid")

Make & Configuration of Systems	Period of AMC	unit	AMC Rates per unit	Total Amount
Time Desk Software (at Prayagraj)	01.04.2024 - 31.03.2025	01		
Time Desk Software (at Lucknow Branch Office)	01.04.2024 - 31.03.2025	01		
Fingerprint recognition device (Make: Time Desk) (at Prayagraj)	01.04.2024 - 31.03.2025	10		
Fingerprint recognition device (Make: Time Desk) (at Lucknow Branch Office)	01.04.2024 - 31.03.2025	02		
Logitech PTZ Camera (Conference Hall)	01.04.2024 - 31.03.2025	01		
CCTV Camera Samsung (Dome) (at Prayagraj)	01.04.2024 - 31.03.2025	15		
CCTV Camera Samsung (Dome) (at Lucknow Branch Office)	01.04.2024 - 31.03.2025	04		
CCTV camera Samsung (Bullet) (at Prayagraj)	01.04.2024 - 31.03.2025	08		
16 Channel NVR-Samsung (at Prayagraj)	01.04.2024 - 31.03.2025	01		
4 Channel NVR-Samsung (at Prayagraj)	01.04.2024 - 31.03.2025	02		
4 Channel NVR-Samsung/HikVision (at Lucknow Branch Office)	01.04.2024 - 31.03.2025	01		
CP PLUS 4 Channel DVR (at Prayagraj)	01.04.2024 - 31.03.2025	02		
CCTV Camera CP Make (Dome) (at Prayagraj)	01.04.2024 - 31.03.2025	02		
CCTV Camera Hikvision/ (Analog Bullet) (at Prayagraj)	01.04.2024 - 31.03.2025	04		
Wall Mounted Display Unit (Samsung 20 inch)	01.04.2024 - 31.03.2025	04		
Maintenance of total Networking with cables and all their components. (at Prayagraj and Lucknow Locations)	01.04.2024 - 31.03.2025	01 JOB		
Total Quoted Price (A):				
All applicable taxes, if any, over quoted price (B):				
Grand total of the quoted price (A+B):				
Grand total of the quoted price (in words):				

Dated signature of the authorized representative:

Seal of the Firm:

Sr. Accounts Officer/Computer Cell