

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), U.P.,
PRAYAGRAJ

NOTICE INVITING TENDER

For

**Comprehensive Annual Maintenance Contract of Biometric
and CCTV for FY 2022-23 i.e. 01/04/2022 to 31/03/2023.**

Due date and time for submission of tender:

31/03/2022 till 3:00 pm

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I) UP,
PRAYAGRAJ**

No. PAG (Audit-I)/ISW/AMC (Biometric & CCTV)/2021-22/224

Date : 21/03/2022

To,

All Interested/Eligible Bidders

**Subject : Open Tenders for Comprehensive Annual Maintenance Contract of Biometric & CCTV
for the period from 01.04.2022 to 31.03.2023**

The office of the PAG (Audit-I) UP, Prayagraj intend to obtain Open Tenders for the comprehensive Annual Maintenance Contract for Biometric Machines, CCTV & NVR of this office at Prayagraj including Networking system as per list given in Annexure with the following additional information:-

1. All the Biometric Machines installed in this office and CCTV installed in this office & residential colony are as per Annexure. All these hardware are in working condition. However the vendor may check/inspect it to their satisfaction on any working day between 10 AM and 5 PM before tendering the rates. No estimate for repair will be accepted after awarding the AMC.
2. Rates for all the items should necessarily be quoted in the tender document, in both unit rate & total rate.
3. The Tenders should be in two parts i.e., **Technical and Financial bid** in the attached prescribed form (annexed as Annexure) for Maintenance of Biometric and CCTV. Technical and Financial bid should be in separate sealed envelopes.
4. The firms should mention their **Eligibility** as per the eligibility criteria in Annexure-C.
5. **The Financial bid** should indicate the maintenance rate in the prescribed format provided in Annexure-B considering all the terms and conditions listed in the tender enquiry. **The bids should be for comprehensive AMC and indicate rates for each item separately.**
6. The tenders should be addressed to Sr. Dy. Accountant General/Admin, O/o the PAG (Audit-I), 15-A, Dayanand Marg, UP, Prayagraj-211001. **The technical & financial bid should be in separate sealed covers and the envelop should indicate clearly the nature of bid contained in the envelop viz Technical bid or Financial bid** for maintenance of Biometric Machines and CCTV on the top of envelop so as to reach on or before **31/03/2022 (03:00 PM)**. All the tenders received, will be kept in the box under the custody of Sr. DAG (Admin) for this purpose.
7. The successful bidder has to enter an agreement on the standard terms & conditions of this department.

8. No tenders will be entertained which is received after due date i.e **31/03/2022 (03:00 PM)**. The technical bids will be opened in the presence of the interested bidders at **31/03/2022 (03:00 PM)**. The decision of the Principal Accountant General will be final in case of any dispute.
9. The firm must submit an **EMD of 5000/-** (not required in case of MSME) with technical bid in shape of demand draft in favor of Sr. Dy. Accountant General/Admin O/o the PAG (Audit-I) UP, Prayagraj **failing which the tender will not be considered.**
10. This AMC Contract will be valid for the period from the date of awarding the contract to 31/03/2023.

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Sr. Audit Officer/ISW

TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR MAINTENANCE OF BIOMETRIC MACHINES AND CCTV CAMERAS

1. SCOPE OF THE CONTRACT

This contract will cover Preventive and break down Maintenance of Biometric Machines (Finger Print recognition device), CCTV, NVR including Networking and related software as per Annexure-B. The contract shall also include maintenance of software.

- 1.1 The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts subassemblies. The firm shall use good quality spare parts, preferably of same brand or of some reputed standard brand of same specification as that available in the original system. Consumable items viz connectors, etc. and damages due to fire, theft, etc shall not be covered under AMC.
- 1.2 All the equipments under AMC like Biometric and CCTV including Network Video Recorder etc. shall be repaired against any specific complaint within 06 Hrs. from the time of reporting. If the system/equipment could not be put into working order within 24 hrs., the firm will provide a standby (of similar configuration) for the same failing which a penalty will be imposed as under:-
 - (a) For complaint attended after the 24 Hrs. free time a penalty of 10% of the unit AMC charge per day (limited to 10% of the total contract value) per equipment concerned shall be levied till the equipment is set right.
 - (b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configurations within 24 hours. The original unit shall in any case be repaired/replaced within a period of two months failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per item which shall be limited upto 10% of the total contract value.
 - (c) A log register shall be maintained in the ISW section of the office for registration of error/fault, observation of disposal of error/fault. This will be a key record for invoking penal clause.
- 1.3 It will be the responsibility of the vendor to ensure error free performance of existing LAN and maintenance of Biometric and CCTV including NVR, etc. as mentioned in Annexure-B on all days.
- 1.4 Preventive maintenance with special cleaning of the Biometric and CCTV from outside with liquid cleaner will be carried out on quarterly basis. In case of failure to clean external parts of Biometric and CCTV, an amount of ₹ 50/- per equipment (biometric and CCTV) per quarter will be deducted from the AMC amount payable to the firm. The report of preventive maintenance shall be sent quarterly by 5th day of expiry of the quarters (First and subsequent quarter) to Sr. 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 competent authority of ISW section in the call register and preventive maintenance register/file.

2. PERIOD OF THE CONTRACT

- 2.1 This contract shall remain valid for a period from **01/04/2022 to 31/03/2023** which shall be specified in the Letter of acceptance.
- 2.2 If 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 office will be final.

3. RATES FOR AMC

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

4. PAYMENT TERMS

- 4.1 The annual maintenance charges at the end of each quarter would be paid in four installments at an interval of three months each except first installment. First installment would be due for payment after expiry of three months from the date of commencement of the contract. Payment would be made on submission of bills separately by the contractor to Sr. Audit Officer/ISW, O/o the PAG (Audit-I) UP, Prayagraj, who shall certify, based on office's log register maintained in ISW Section after ensuring that the work has been executed satisfactorily as per terms 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 will be made by the office, whenever applicable for Income Tax, etc. as per rules.

5. OTHER TERMS

- 5.1 A log register shall be maintained in the ISW 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 his name and signature, provision of standby, etc in this register. This will then be checked and authenticated by a designated officer of this office and the complaint would then be considered as resolved. If standby equipment 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 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipments for service/maintenance will be brought by the Service Engineer while attending the failures of Biometric Machines and CCTV Cameras. However all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing, etc. shall be provided by 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. The firm should ensure that original units should be returned/replaced within a period of 2 months failing which penalty would be imposed under provision of clause 1.2(b) above.
- 5.3 Service Call Report shall be submitted monthly by the firm in computerized format indicating the status of attending of various complaints along with date and time of repairing.
- 5.4 All the Annexure should be undersigned (on each page) by Authorized representative of firm with Seal.

6. SECURITY DEPOSIT

- 6.1 Security Deposit for the work shall be 10% of the contract value. First installment payment will be released after submission of Bank Guarantee/FDR of Nationalized bank/private bank authorized by RBI 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 after taking approval of Sr. DAG (Admin) of this office. Before releasing the Security Deposit, an unconditional and unequivocal no claim certificate from the service provider concerned shall be obtained.
- 6.3 No interest will be payable upon the Security Deposit or amounts payable to the contractor under the contract.

7. LIABILITY FOR COSTS AND DAMAGES

7.1 All costs and damages or expenses which this office may incur due to default by the firm may be deducted by the office at discretion either from any money due or to become due or refundable to him. The Administration reserves the right 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.

8. AGREEMENT

The successful bidders shall be required to execute an agreement with the President of India acting through Sr. Deputy Accountant General, (Admin) O/o PAG (Audit-I) UP,15-A Dayanand Marg, Prayagraj-211001 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

ANNEXURE-A

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I) UP, PRAYAGRAJ

(FORMAT FOR TECHNICAL BID)

Sl.No.	Required Information	Details of Information	Annexure Nos showing details
1.	List of customers indicating value of AMC for surveillance system completed satisfactorily against each in the past 05 years. (Copy of work order from the existing Govt. organization must be enclosed)		
2.	The location of nearest service centre of the firm from which services would be provided.		
3.	Copy of latest ITR of the firm must be enclosed.		
4.	The bidder must be registered with the Registrar of Companies or Registrar of Firms. (enclose copy of registration certificate)		
5.	EMD of 5000/- to be enclosed in form of a Bank Draft in favor of "DAG/Admin" O/o the PAG (Audit-I) UP, Prayagraj along with technical bid. In case of MSME, EMD need not be attached.		
6.	The bidder should enclose evidence for its existence for over three years in the maintenance business.		
7.	The bidder must have previous experience in surveillance system in Central/State Govt. organization/Public sectors. Copy of work order from the existing Govt. clients (organizations) must be enclosed along with their offer.		

8.	The bidders should have sufficient number of technical and experienced staff having minimum of two years' experience in the relevant field. Detailed particulars of technical/non-technical staff to assist the company in the works should be enclosed.		
9.	The bidder should submit a copy of partnership deed if a partnership firm, affidavit for proprietorship in case of a proprietary bidder or Registration certificate if registered under Companies Act along with the tender documents.		
10.	Copy of at least 3 years Accounts certified by CA.		

Signature of authorized representative of firm with Seal (On each page)

ANNEXURE-B

OFFICE OF THE PAG (AUDIT-I) UP, PRAYAGRAJ

(LIST OF HARDWARE FOR AMC FROM THE PERIOD 01.04.2022 to 31.03.2023)

Sl.No.	Description of Items	Quantity	Rate	Amount
1.	TimeDesk Software	01		
2.	TimeDesk Finger Recognition Device	14		
3.	PTZ Camera	04		
4.	Bullet Camera	41		
5.	Dome Camera	33		
6.	Mini Bullet Camera	02		
7.	Network Video Recorder (NVR) (32 Channel)	03		
8.	Network Video Recorder (NVR) (16 Channel)	03		
9.	PTZ Controller	01		
10.	TV Samsung 40"	02		
11.	TV LG	02		
12.	TV Sony	02		
13.	Invertor (with 02 Nos. Battery)	01		
14.	Maintenance of networking along with components through which Fingerprint recognition device and CCTV Cameras are connected.	01 Job		

Signature of authorized representative of firm with Seal (On each page)