

OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT

TENDER NOTICE

Sealed tenders are invited from reputed firms for CCTV repairing services as listed in Annexure-A for a period of 12 months.

Bidding/tender documents can be collected personally from the "GOM Section" of this office from April 24, 2025, to April 28, 2025, between 10:00 am and 5:00 pm on all working days. The same can also be downloaded from the office website: cag.gov.in/ag1/Gujarat/en. "Quotation for Rate Contract of CCTV Repairing services" should be superscripted on the sealed envelope.

Tenders may be submitted to GOM Section, O/o the Accountant General (Audit-I), Gujarat, Rajkot - 360001 until 5:00 pm on April 28, 2025. Tenders will be opened on the same date at 5:30 pm by the Purchase Committee. Any further information may be obtained by contacting the GOM Section.

- Sd -

Senior Audit Officer

GOM Section

OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT

Annexure Profile of Bidders

| | |
|---|--|
| 1. Name of firm | |
| 2. Name of firm owner | |
| 3. Full address of firm | |
| 4. Phone | |
| 5. Mobile no. | |
| 6. Fax | |
| 7. Email id | |
| 8. PAN for Income tax* | |
| 9. GST Registration No. and the authority with whom registered* | |
| 10. Details of Government Ministries/ Departments/ Organizations/ PSUs etc. in which the firm has been given working during the last three years, if any* | |

*** Documentary proof must be submitted in support and GST Registration No is mandatory.**

I/we,(name of the bidding party) have gone through all the terms and conditions enlisted and fully agree to comply with the same to participate in the bidding. I have signed all pages of the tender document including the terms and conditions in token of understanding.

I/we do hereby declare solemnly that my name/the name of our firm has not been blacklisted by any of the Government organizations, PSU's, Co-operative societies etc. In case it is proved otherwise, the office of the Accountant General (Audit-I), Gujarat, Rajkot will have the liberty to cancel the tender/contract instantly without issuing any notice to me/us and can proceed with other administrative/legal actions as deemed fit.

| | |
|-----------------------------|---------------------------------|
| Date: | |
| Place: | Signature of the bidding party: |
| Full name of bidding party: | |
| Official seal: | |

Terms and Conditions for CCTV Repairing Services

Scope of Work:

The contractor shall be responsible for the comprehensive repair and maintenance of all Closed-Circuit Television (CCTV) systems installed at OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT.

This includes, but is not limited to:

- Routine servicing (e.g., cleaning lenses, checking connections, inspecting recording equipment and monitors).
- Repair of any faults or malfunctions in the CCTV system components (cameras, DVR/NVR, monitors, wiring, etc.).
- Replacement of defective parts.
- Attending to breakdown calls and resolving issues promptly.
- Ensuring the proper functioning of recording and playback systems.
- Configuration adjustments as needed.

Payment Terms:

- Payment will be made after every successful service or repair work is completed to our satisfaction and upon submission of a valid invoice.
- All payments will be made via electronic transfer (E-payment).
- The quoted price should be inclusive of all applicable taxes and charges, unless explicitly stated otherwise. Please clearly specify the breakdown of costs if applicable.

No Call Charges:

- No separate call-out charges will be applicable for attending to service requests or breakdown calls during the contract period.

Contract Duration and Extension:

- The initial contract period will be for one year from the date of commencement.
- The contract may be extended for a further period of one year by mutual written agreement between both parties, subject to satisfactory performance and on the same rates and terms and conditions.

Technical Requirements and Standards:

- The contractor must possess the necessary expertise, qualified technicians, and tools to carry out the repair and maintenance work effectively and safely.
- All work must be performed in accordance with relevant industry standards and safety regulations.
- Only genuine and approved spare parts should be used for replacements.

Reporting and Documentation:

- The contractor shall provide a service report after each service or repair work, detailing the work performed, parts replaced (if any), and the condition of the CCTV system components.

Warranty:

- The contractor shall provide a warranty period for the repair work and any replaced parts. The duration of the warranty should be clearly stated.

Termination Clause:

- OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT reserves the right to terminate the contract with a written notice of 30 days if the services are found to be unsatisfactory or in case of any breach of the terms and conditions.

Confidentiality:

- The contractor shall maintain the confidentiality of any information related to OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT and its operations that they may come across during the course of their work.

Governing Law and Dispute Resolution:

- Any disputes arising out of or in connection with this contract shall be subject to the exclusive jurisdiction of the courts in RAJKOT.

Submission of Tender:

- Interested parties are requested to submit their sealed tenders by until 5:00 pm on April 28, 2025, and to GOM Section, O/o the Accountant General (Audit-I), Gujarat, Rajkot – 360001.
- The tender should include:
 - Company profile and relevant experience in CCTV repair and maintenance.
 - Quotation for routine servicing and repair charges in Annexure-A (clearly specifying if spare parts are included).
 - Proposed service schedule and response time for breakdown calls.
 - Warranty details for repairs and replaced parts.
 - Proof of relevant licenses and certifications (if applicable).
 - Any other information deemed relevant by the Agency.

Evaluation Criteria:

- The tenders will be evaluated based on factors such as price, experience in CCTV systems, technical capabilities, proposed service schedule, and reputation.

Right to Accept or Reject:

- OFFICE OF ACCOUNTANT GENERAL (Audit-I), GUJARAT, RAJKOT reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.

- sd -
Senior Audit Officer

GOM Section

Annexure-A

Rates of Contract (Price including of Labor cost) amount in ₹.

| Sr. No | Description | Rates Inclusive of all taxes (in ₹) |
|--------|---|-------------------------------------|
| 1. | CCTV Camera Lens Cleaning & Adjustment | |
| 2. | CCTV Camera Focus Adjustment | |
| 3. | CCTV Camera Wiring Repair (per point) | |
| 4. | CCTV Camera Connector Replacement | |
| 5. | CCTV Camera Power Supply Repair/Replacement | |
| 6. | CCTV Camera Mounting Bracket Repair/Replace | |
| 7. | DVR/NVR Hard Disk Drive Replacement | |
| 8. | DVR/NVR Power Supply Repair/Replacement | |
| 9. | DVR/NVR Software Troubleshooting | |
| 10. | Monitor Repair/Replacement | |
| 11. | BNC Connector Replacement (per connector) | |
| 12. | RCA Connector Replacement (per connector) | |
| 13. | Network Cable Repair/Crimping (per point) | |
| 14. | Configuration of Recording Schedules | |
| 15. | Configuration of Remote Viewing | |
| 16. | Firmware Upgrade (DVR/NVR/Cameras) | |
| 17. | Troubleshooting Network Connectivity Issues | |
| 18. | System Health Check and Report | |
| 19. | Dismantling of CCTV Camera/DVR/NVR/Monitor | |
| 20. | Re-installation of CCTV Camera (per unit) | |
| 21. | Re-installation of DVR/NVR (per unit) | |
| 22. | Re-installation of Monitor (per unit) | |
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The vendors are requested to mention the prices of parts which have not been mentioned above.

Name of Vendor:

Authorized signature