

Office of the Principal Accountant General (A&E) Telangana Hyderabad - 500 004

Dated: 08/09/2023

Notice Inviting Tender (NIT)

SECTION I

1. Sealed Bids are invited by this Office in **Single bid system for the Non-Comprehensive Annual Maintenance Contract (AMC)** of its CCTV Cameras System (17 cameras) with effect from 01-10-2023 to 31-03-2025 as detailed in Annexure-I (General Terms and Conditions), Annexure-II (Tender application form), Annexure-III (Financial bid).

2. Tender documents may be downloaded from the following website URL
<https://cag.gov.in/ae/telangana/en> and with the following schedule of dates:

- a. Tender publishing date & time 11-09-2023 (03:00 PM)
- b. Bid document download start date & time 11-09-2023 (05:00 PM)
- c. Bid submission start date & time 11-09-2023 (05:00 PM)
- d. Bid submission end date & time 20-09-2023 (05:00 PM)
- e. Bid opening date & time 21-09-2023 (11:00 AM)

Estimated Bid Value : The estimated bid value is for Rs.45,000/-

3. Bidder shall not modify the downloaded tender form including the downloaded financial bid template in any manner. In case any tender form/financial bid template is found to be tampered with/ modified in any manner, such bids will be summarily rejected, bid security would be forfeited, and the bidder would be banned from doing business with this office.

4. Bid Security: Bid Security (EMD) amount of Rs 4,500/-, in the form of Crossed Demand Draft Pay Order drawn on any scheduled commercial bank in favor of **“Senior Accounts Officer, Bills section, Office of the Principal Accountant General (A&E) Telangana, Hyderabad” and payable at Hyderabad,** is to be delivered in original along with the Bid documents to the Senior Accounts Officer, (OE), Office of the Principal Accountant General (A&E) Telangana, Hyderabad Ground Floor, ‘F’ Block, AG Office Complex, Saifabad, Hyderabad- 500004 before the time stipulated against bid submission end date & time above. Name & full address of the bidder may be written at the back of the demand draft, pay order. Bids in respect of which Bid Security is not received as above shall be summarily rejected.

5. Submission of Tender: The bids should be submitted in the integrated manner i.e. **one single bid** in an envelope, quoting the prices in the specified proforma for the required work of AMC of the CCTV Camera System. Tenders are to be submitted in person/through Registered Post with Acknowledgement Due/Speed Post along-with Earnest Money Deposit supported by all required documents, as per the requirements of this office stated herein the bidding document. Tenders received without being sealed and through Fax/ Email will not be considered.

6. Bid Opening: Bids will be opened as per date/time mentioned above. Technical bids will be opened in the presence of bidders or their authorized representatives who choose to attend at the designated date and time. Bidder's representative(s) present at the time of opening of bid shall sign in the attendance register. Authority letter to this effect shall be submitted by the bidder before they are allowed to participate in bid opening.

7. Technical Bid: To be submitted by the bidder in FORM-I enclosed, along with copies of the following documents-

- i) Self-attested photocopy of PAN and payment/clearance details of Service Tax, Income Tax and any other applicable Tax for the last three financial years (2020-21, 2021-22 and 2022-23) issued by the concerned authorities.
- ii) Self-attested photocopy of Proof of having experience and successful execution in AMC services for minimum 1 year to any govt. organization/PSUs.
- iii) Self-attested photocopy of the ISO registration of the Firm/Company/Organisation.
- iv) Copies of Work Orders/ contracts with any Central/ State Government Department/ Statutory Body, if any
- v) EMD Demand Draft Pay Order
- vi) Bidder's bank account details as in FORM-I, along with a cancelled cheque
- vii) Self-certificate to the effect that the Bidder has not been blacklisted by Central/ State Govt/ Statutory Body and that its previous agreements with such parties have not been terminated on account of poor performance.

8. Financial Bid: Signed copy of Financial Bid in FORM-II is to be submitted. Bidder shall not modify the Financial Bid template in any manner. In case it is found to be tampered/ modified in any manner, such a bid will be rejected outright. All rates shall be quoted as per FORM-II and each page shall be signed in full by the Bidder or his authorized signatory. The schedule of rates should be filled in carefully after considering all the aspects of work as described in the Section-II of this NIT, "Terms & Conditions Governing the Contract". No request for change or variation in rates or terms and conditions of the contract shall be entertained on the grounds that the Bidder had not understood the work envisaged by this tender document. Any overwriting in the Financial Bid template should be avoided. In case of a mistake, the mistake should be clearly cut and the correction should be signed in full by the Bidder or his authorized signatory.

9. Validity of Financial Bid: The Bidder is required to keep the price offer as per Financial Bid open for a period of 60 days from the last date of submission of tender.

10. This Office reserves the right to:

- a. Accept or reject any or all of the Technical Bids received without assigning any reason.
- b. Accept or reject any or all of the Financial Bids received irrespective of their being lowest, without assigning any reason.
- c. Modify any tender conditions before opening of bids, if necessary, in the financial interest of the Office.
- d. Disqualify bidders who have been blacklisted by Central/ State Government Departments/ Statutory Bodies.

11. Postal Address and Contact Details: Every Bidder shall state in the tender his correspondence postal address fully and clearly, landline and mobile phone number, Fax Number, and Email address for communication. Any communication sent to the tenderer by post and/ or other modes to the contact details furnished shall be deemed to have reached the Bidder on time.

12. Execution of Agreement: The Bidder whose tender is accepted shall appear at this office in person. If the bidder is a firm, company or a corporation, a duly authorized representative shall appear and execute the agreement within fifteen (15) days of the date of issue of communication of acceptance of tender from this office and start provision of the hired vehicle from the date as mentioned in the communication. Failure to do so shall constitute a breach of the contract concluded by the acceptance of the tender. The Bidder shall treat the contents of his filled in tender documents as private and confidential.

13. For any clarifications, prospective bidders may contact: Senior Accounts Officer, (OE), Office of the Principal Accountant General (A&E) TS, Hyderabad Ground Floor, 'F' Block, AG Office Complex, Saifabad, and Hyderabad- 500004. Phone Number: 040-23233362.

SECTION II

TERMS & CONDITIONS GOVERNING THE AGREEMENT

1. The AMC shall be purely non-comprehensive in nature, which includes technical support, all Repairs/replacement of spares **The rates are valid w.e.f 01-10-2023 to 31-03-2025.**

2. It will be imperative on each bidder to fully acquaint himself/herself/itself of all the local conditions and factors which would have effect on the performance of the work and its cost. The bidder is advised to visit and examine the Site of Works and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract for execution of the works.
3. AMC services includes Maintenance of the CC surveillance system includes Camera Visibility Test, DVR/NVR recording test, Settings verifications, Disk Error check, wiring and adapters etc for satisfactory functioning of the systems. The above repairs/replacements should cover damages caused in r/o burnt cases also except physical damages caused by human errors. Repairs to be carried out at the location of the equipment. In the execution of the Maintenance Services, the Contractor shall not authorize any person other than his approved employees to come upon the site.
4. All the entire major hardware item (5) and other important installations shall be Checked/serviced thoroughly at least once in a month and a report thereon shall be submitted to this office, Materials and labors required for the purpose shall be brought by the contractor.
5. Payment shall be made on quarterly basis after rendering satisfactory services at this end. The payment will be made after deduction of TDS as per prevailing rates/rules.

All the complaints made by the users' concerned of this office throughout the contract period, shall be attended immediately. If any complaint is not attended within the stipulated time period, a penalty of Rs.100/- will be charged for each day's delay or charges that may be required to be paid to an outside agency, to have complaint attended to, whichever is higher will be deducted from the firm's quarterly raised bill towards contract charges.
6. If any item/(s) or part thereof is to be removed then the contractor shall arrange
 - (i) to deploy his labour (s) to shift the item out of this office premises (after getting prior written approval of the competent authority)
 - (ii) to replace faulty parts or to provide suitable standby item (s) immediately along with consumable and non-consumable relevant spare parts (if any).
7. If any defect/(s) is /(are) noticed or any complaint pending during the contract period, the levy of compensation for any dislocation of work due to delayed rectification or any other reason, will be decided by the competent authority of this office to enforce penalty claim from the contractor.
8. If for any reason, the contractor is not able to attend the complaint's/problem, the job shall be got done from some other firm or from the open market at the risk and cost of the contractor and the expenditure incurred thereon shall be recovered from the contractor. This may also entail the termination of the contract.
9. The vendor shall provide a qualified service engineer/s, with experience of at least three years in AMC services of CC camera systems. The service engineer should be able to attend complaints on all working days i.e. Monday to Friday. The engineers shall also be available on holidays and beyond working hours, if required by the competent authority.
10. The vendor shall not sub-contract the whole or part of the works, except where otherwise provided in the contract, without the prior written consent of the competent authority of this

office. Such consent, if given, shall not relieve the contractor from any liability or obligation under the contract and he shall be responsible for the acts, defaults and neglects of his and any of his agents' servants or workmen.

11. The contractor shall at all times during the currency of contract confirm to and comply with the regulations and bye-laws of the Central Government or of this office and of all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under including those under Minimum Wages Act, Workmen Compensation Act, Provident Fund Regulation etc., for welfare and protection of workers or for the safety of the public and other insurance provisions.
12. The contractor shall indemnify this office against any liability for compensation due to injury to his own workmen or to other persons inside the office premises while executing any of the work
(s) under the contract and for any damage to the property.
13. The tenderer/firm must submit the copies of TIN/PAN/GST etc.
14. The bidder shall provide a self-declaration, that he/she/it is not debarred or back-listed by any Government department /agencies.
15. The firm will provide maintenance and repair service on holidays, in case of emergency.
16. The Contractor shall not divulge any details of the CC surveillance system to any third party, either verbal or written. If found so, legal action will be initiated.
17. If found unsatisfactory, the contract period will be terminated by giving 3 months notice.
18. **Payment:** The service provider will produce monthly bills for verification and for payment by this office.
19. **Duration of Agreement:** The Agreement shall be from the date of entering into agreement till the end of current Financial Year i.e., 31/3/2025.
20. This Office reserves the right to terminate the Agreement with notice period of one week, at any point of time during the period of the Agreement, without assigning any reason. In case the supplier is unable to provide the services during the contract period, he shall submit in writing with reasons and justification to the Group Officer in charge of Administration one month prior to such date of discontinuation of services. The office of Principal Accountant General (A&E) TS, Hyderabad reserves the right for deciding the payments for the partial periods, if any, as a result of such discontinuance.
21. **Evaluation of Technical Bid-** Bidder shall be evaluated as technically qualified in case FORM-I is filled in completely as required and all copies of the following documents are submitted in complete form
 - (i) Self-attested photocopy of PAN and payment/clearance details of Service Tax, Income Tax and any other applicable Tax for the last three financial years (2020-21, 2021-22 and 2022-23) issued by the concerned authorities.
 - (ii) Self-attested photocopy of Proof of having experience and successful execution in AMC services for minimum 1 year to any govt. organization/PSUs.
 - (iii) Self-attested photocopy of the ISO registration of the

Firm/Company/Organisation.

- (iv) Copies of Work Orders/ contracts with any Central/ State Government Department/Statutory Body, if any
- (v) EMD Demand Draft Pay Order
- (vi) Bidder's bank account details as in FORM-I, along with a cancelled cheque
- (vii) Self-certificate to the effect that the Bidder has not been blacklisted by Central/ State Govt/ Statutory Body and that its previous agreements with such parties have not been terminated on account of poor performance.

22. Evaluation of Financial Bid: The financial bids will be opened only in respect of those firms, which are deemed to be technically qualified, as described above. The determination of L1 shall be based on the quoted price.

23. Force Majeure: If at any time, during the continuance of the Agreement the performance in whole or in part, by the service provider is prevented, restricted, delayed or interfered, by reason of war or hostility, act of the public enemy, civic commotion, sabotage, act of State or direction from statutory authority, explosion, epidemic, quarantine restriction, fire, floods, natural calamities or any act of GOD, provided notice of happenings of any such event is given by the service provider to this Office within seven calendar days from the date of occurrence thereof, the service provider may be excused from performance of its obligation. Provided further that the obligations under the Agreement shall be resumed by the service provider, as soon as possible, after such event comes to an end or ceases to exist. The decision of this Office as to whether the obligations may be resumed (and the time frame within which the obligations may be resumed) or not, shall be final and conclusive.

24. Dispute Settlement: In case of any dispute arising between the Office and the service provider regarding the execution of terms and conditions of the Agreement, the decision of the Group Officer in charge of Administration of the Office shall be final and binding.

25. General interpretation powers: Any clarification in regard to the meaning or intent or interpretation of any of the provisions of these terms and conditions required at any point shall be sought from the Group Officer in charge of Administration of the Office, whose decision in the matter shall be final and binding. Any other matter relevant to but not covered in the Agreement shall also be decided by making reference to him and his decision shall be final and binding.

26. Jurisdiction: Any dispute arises in this contract is subject to the courts within the jurisdiction of Hyderabad only.

FORM - I

TECHNICAL BID

1. Bidder Information

Sl No	Item of information required	Response from Bidder
1	Name of Bidder	
2	Postal Address	
3	Landline Number	
4	Mobile Number (s)	
5	Fax Number	
6	Email Address	
7	Status of Bidder- Proprietor/ Firm/ Partnership/ Company	
8	Year of Establishment	

2. Qualifying Criteria

Sl No	Qualifying Criteria	Response from Bidder
1	Full Name of the Firm/Concern/Company	
2	Firm's/Concern's/Company's Address	
3	PAN/TIN Number	
4	Copy of PAN Card enclosed (Y/N)	
	Telephone /Mobile No. (0)	
5	GST Registration Number	
6	GST Registration Certificate enclosed (Y/N)	
7	Number of current/ previous clients who are Central/ State Government Departments/ Statutory Bodies	
8	Names of each of the above such Clients	
11	EMD DD Pay Order for Rs 4,500/- enclosed (Y/N)	DD Number: DD Date: Enclosed – Yes/No:
12	Bidder's Bank Account Number	Bank Account Holder Name: Bank Account Number: Bank Account Type (Savings/ Current):
13	Bidder's Bank Account Number IFSC	IFSC: MICR Code:
14	Cancelled cheque leaf of above Bankaccount enclosed (Y/N)	

15	Certified that the Bidder has not been blacklist by Central/ State Govt./ Statutory Body and that its previous agreements with such parties have not been terminated on account of poor performance (Y/N)	
16	Each page of technical bid signed and sealed by Bidder (Y/N)	

UNDERTAKING

1. the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
3. I/We give the rights to the competent authority of the Office of the Principal Accountant General (A&E) Hyderabad, to forfeit the Earnest Money/Security deposit by me/us in case of breach of conditions of Contract.
4. I hereby undertake to provide the services as per the directions given in the Tender Notice.
5. If firm, company they shall file Authorisation, Resolutions.

**Signature of the Authorised
Signatory**

Date:

Place:

(Office seal of the Bidder)

FORM – II
FINANCIAL BID

1. Bidder Information

Sl No	Item of information	Response from Bidder
1	Name of Bidder	
2	Postal Address	
3	Landline Number	
4	Mobile Number (s)	
5	Fax Number	
6	Email Address	
7	Status of Bidder- Proprietor/ Firm/Partnership/ Company	
8	Year of Establishment	

2. Financial Bid details

Sl No	Item Description	Annual Rate	GST @	Total Amount (in Rupees)
1.	HIKVISION NVR-01			
2.	IP CAMERAS-10			
3.	Prezo IP Cameras -7			
4.	8CH CP PLUS DVR- 01			
5.	8CH MAXVIEW DVR-01			
6.	POE Switch 01			
7.	4TB Hard Disk 01			
8.	8CH Prizor DVR 01			
9.	1TB Hard disk 01			

- (i) Annual prices should be quoted by the Bidder.
- (ii) No correction in the amount shall be made by the Contractor, as defined in the Terms of Payments(Annexure-I), failing which the bids shall be summarily rejected.
- (iii) Prices shall be valid for a period of one year and no increase in the prices shall be entertained during the currency of the Contract.
- (iv) In addition to the items brought under AMC, new hardware items on which warranty expires in the current year subsequent to commencement of contract and items which are repaired subsequently will also be brought under AM from the respective dates and payment will be made on pro-rata basis. No of items under AMC during the year may be increased or decreased on the basis of requirement of users or due to obsolescent items.

Signature and Seal of Bidder

Date:

Place:

NIT Information Sheet

Document Description	AMC for 17 CC Cameras
Last date & time of submission of response to tender document	20-09-2023 (05:00 PM)
Bid opening	21-09-2023 (11:00 AM)
Validity of tender	01-10-2023 to 31-03-2025
Cost of Tender Document (non-refundable)	NIL
Bid security/EMD	4,500/-
Name, Designation, Address and other details (For submission of response of tender document)	The Senior Accounts officer (OE), Office of the Principal Accountant General (A&E), Telangana, Hyderabad, AG Office Complex, Saifabad, Hyderabad-500004.

Senior Accounts Officer/OE