



भारतीय लेखापरीक्षा तथा लेखा विभाग
कार्यालय महालेखाकार (लेखा एवं हकदारी) प्रथम, उ०प्र०
INDIAN AUDIT AND ACCOUNTS DEPARTMENT
Office of the Accountant General (A.& E.) -1,U.P.
इलाहाबाद / Allahabad

Letter no. - ITCG/AMC/Biometric & CCTV/2017/83594

Date: 25.01.2017

Subject: Limited Sealed Tenders for Comprehensive Annual Maintenance contracts of Biometric & CCTV for the period from 01.04.2017 to 31.12.2017.

The office of the AG (A&E) –I U.P., Allahabad intend to obtain Sealed Limited Tenders in two bid system i.e. Technical bid and financial bid for the comprehensive Annual Maintenance Contract for Biometric machines & CCTV of this office including DVR etc. as per list given in Annexure –I with the following additional information:-

1. All the Biometric and CCTV installed in this office 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 firm should quote their maintenance rate in the prescribed format provided in Annexure-I 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.**
4. The Tenders should be in two parts i.e., Technical and Financial bid in the attached prescribed form (annexed as Annexure Annexure-I and Annexure-II) for Maintenance of biometric and CCTV including DVR, CMS Software and time attendance software. Technical and Financial bid should be in two separate sealed envelopes.
5. The Firms should clearly mention their Eligibility as per the eligibility criteria in Annexure-II.

6. The Financial bid should indicate the maintenance rate in the prescribed format provided in Annexure-I 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.
7. The tenders should be addressed to Sr. Dy. Accountant General Admin O/o the AG (A&E)-I, 20, Sarojini Naidu Marg, U.P., and Allahabad-211001. **The bid should be in sealed cover and envelop should indicate clearly the Tender for maintenance of Biometric and CCTV** for the period from 1.04.2017 to 31.12.2017 on the top of envelop so as to reach **on or before 08.02.2017 (3.00 PM)**. All the tenders received, will be kept in ITCG Section for this purpose.
8. The successful bidder has to enter an agreement on the standard terms & conditions of this department.
9. Tenders received after due date i.e. **08.02.2017 (3.00 PM)** will not be entertained.
10. The technical bids will be opened first in the presence of the interested bidders at 03.30 PM on **08.02.2017**.
11. Financial bids of only technically successful bidders will be opened on a subsequent date after due intimation to all the bidders.
12. The firm should enclose evidence for its existence for over three years in the maintenance business particularly in surveillance systems.
13. The firm should mention the location of nearest service Centre of the firm from which services would be provided in their tender.
14. The firm must enclose the copy of latest *Income/Service Tax clearance* certificate of previous years.
15. The firm must enclose the copy of experience in maintaining Security surveillance system in Central/State Govt. organization/Public sectors along with the Copy of work order from the existing Govt. clients (organizations) must be enclosed along with their offer.
16. The decision of the Accountant General will be final in case of any dispute.
17. The firm must submit an **EMD of Rs. 10000/-** with his technical bid in shape of demand draft in favor of Pay and Accounts Officer, Office of the Accountant General (A&E)-I, UP Allahabad **failing which the tender will not be considered.**

Yours Faithfully

Sd/-
Accounts Officer/ ITCG

TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL AMINTENANCE
CONTRACT FOR MAINTENANCE OF BIOMETRIC and CCTV

1. SCOPE OF THE CONTRACT

This contract will cover Preventive and break down Maintenance of Biometric and CCTV including DVR etc. as per Annexure-I and satisfactory working of equipment of surveillance system including software. 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 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, cable, batteries, connectors etc. and damages due to natural calamities only shall not be covered under AMC.
- 1.2 All the equipment under AMC like Biometric & CCTV including DVR 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 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.
 - (c) A log register shall be maintained in the designated sections of the office for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.
- 1.3 It will be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of Biometric and CCTV including DVR etc. as mentioned under Annexure on all days.

2.0 PERIOD OF THE CONTRACT

- 2.1 This contract shall remain valid for a period (from 01.04.2017 to 31.12.2017) is specified in the Letters 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.

3.0 RATES FOR AMC

- 3.1 The firms should quote their rates in words as well figures on the tender form issued to all the vendors. The rates shall be inclusive of all taxes and duties (except service tax which should be quoted extra if applicable).
- 3.2 The firm must enclose the payment certificates of the service tax of the previous year if quoted extra. If firm fails to enclose the paid service tax certificate with its tender, no any service tax will be payable by the office.
- 3.2 The rates offered shall remain FIRM and VALID for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

4.0 PAYMENT TERMS

- 4.1 The Maintenance charges would be paid in 2 installments. First installment would be due for payment after expiry of six months from the date of commencement of the contract thereafter 2nd installment would be due for payment on completion of the AMC period. Payment would be made on submission of bills separately by the contractor to Accounts officer/ITCG, O/o the AG (A&E)-I who shall certify, based on User's call register maintained in ITCG 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 their due payment.
- 4.2 Deduction of Tax at source will 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 ITCG 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. 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 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 (biometric and CCTV) per six months 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 the quarters to Sr. Dy. Accountant General/Admin of this office in writing. The payment shall strictly be made on the basis of satisfactory report as endorsed by AAO/ITCG 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/equipments for service/maintenance will be brought by the Service Engineer while attending the failures of Biometric and CCTV. However all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc. shall be provided by user. 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 user. The firm should ensure that original devices may be returned latest by 15 days failure of which would lead to **a penalty of 10% of unit of the AMC's cost.**
- 5.4 All the Annexure should be undersigned (on each page) by Authorized representative of firm with Seal.

6.0 SECURITY DEPOSIT

- (a) Security Deposit for the work shall be 10% of the contract value. First installment payment will be released after submission of Bank Guarantee/FDR equal to 10% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.
- (b) 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.

- (C) No interest will be payable upon the Security Deposit or amounts payable to the contractor under the contract.

7.0 LIABILITY FOR COSTS & 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 administration at his 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.

8.0 AGREEMENT

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

9.0 Confidentiality

- 9.1 The firm shall not obtain any information/material/document from this office without appropriate authorization.
- 9.2 The firm shall treat all information/material/document obtained from this office during the course of performing the AMC relating to contract as confidential and shall not divulge such information to any person.
- 9.3 The firm shall not, without prior written consent of the Office make use of any document/information/material necessary for performing the terms of contract.
- 9.4 Any document or information or material given by the firm and necessary for the completion of the work shall remain the property of the customer on completion of work all such document/information/material shall be returned by the firm to them.

9.5 Any violation of above cited confidentiality clause for 9.1 to 9.3 shall attract the termination of contract and initiation of legal proceeding against the firm.

10.0 The customer and the firm shall make every effort to resolve amicably by direct informal negotiation and disagreement or dispute arisen between them under or in connection with the contract.

11.0 In the event of any dispute or differences between the parties whether during the execution of orders or thereafter whether by breach or in any manner in regard to

- a. The constitution of the term & condition
- b. The respective rights and liabilities of the parties hereto thereunder
- c. Any matter or thing arisen out of or in relation to or in connection with these terms and conditions:

Then either party shall give written notice to the other of the same and such dispute or differences shall be referred for the sole arbitration to any person appointed by Accountant General. The decision of such arbitrator shall be conclusive and the binding of the parties hereto. There shall not be objection to any such appointment on grounds that the person appointed is a Government Servant. The provisions of the Arbitration and Conciliation Act, 1996 and rules there under shall apply to the arbitration proceedings.

12.0 Governing Law:

This agreement shall be governed and constructed in accordance with the laws of India and shall be subject to the jurisdiction of the Court of Law at Allahabad who shall have the exclusive jurisdiction to entertain any dispute or suite arising out of or in relation to this agreement.

This agreement shall be subject to jurisdiction of Court of Law at Allahabad.

Sd/-
Accounts Officer/ ITCG

ANNEXURE -I

OFFICE OF THE AG (A & E)-I, U.P., ALLAHABAD

(LIST OF HARDWARE FOR AMC FROM THE PERIOD APRIL, 2017 TO DECEMBER, 2017

(Format for Financial Bid)

Make & configuration of Systems	unit	Annual Rates per Unit	Total Amount
Time Desk Software w.e.f. May-2017	1		
CMS Software	1		
Time Desk make Fingerprint recognition device w.e.f. May-2017	12		
Virdi 3000 make Fingerprint recognition device	1		
Samsung make Model SID 50, Indoor CCTV	12		
Avtech make, Outdoor CCTV (PTZ Camera)	2		
Alba Urmet make, Easy Dome III Speed Dome-Day and Night Camera, with 24 Vac power supply and external weather proof Housing IP66.	2		
Alba Urmet make, Easy Dome III Speed Dome-Day and Night Camera, with 24 Vac power supply and external weather proof Housing IP66 w.e.f. May-2017	1		
Alba Urmet make, 3 axis joystick control key board (Pelco-D protocol) for Easy Dome for Speed Domes and DVRs with 2TB Hard Disk Drive	3		
Alba Urmet make Day and Night Camera, 1/3" Sony Super HAD CCD with Autoiris Vary focal Lens DC (5-50)mm.	13		
Bullet Camera 1.3 megapixel,960 with IR cut	1		
Alba Urmet make, Housing Kit	13		
Alba Urmet make 16 Cannel DVR with Writer and 4TB HDD/each	3		
LCD TV 40"	2		
LCD TV 32"	1		
Power Supply 12V/1AMP	16		
Ground Loop Isolator	16		
UPS with Tubular battery	1		
17" TFT monitor	1		
Others (Power cables/data cables/Coaxial cable RG-6 etc.)	One job		

Note- The quantities mentioned above may be decreased/increased.

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

ANNEXURE-II

OFFICE OF THE ACCOUNTANT GENERAL (A & E)-I, U.P., ALLAHABAD

(FORMAT FOR TECHNICAL BID)

Sl. No.	Required Information	Details of Information	Annexure Nos. showing details
1.	List of customers indicating major value of AMC (completed satisfactorily against each in the past 03 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.	The service infrastructure available at service center especially in-house repair lab, inventory of spares.		
4.	Calls response and follows up etc., reports in respect of 03 major contracts performed during the previous 03 years be submitted.		
5.	Technically qualified personnel available with the service center along with name and professional qualification, profile of service engineer		
6.	Proof of engineer's capability of extending on-site software support for time desk		
7.	Copy of latest <i>Income/Service Tax clearance</i> certificate of the firm must be enclosed.		
8.	The firm must be registered with the Registrar of Companies or Registrar of Firms.(enclose copy of registration certificate)		
9.	Are you in a position to deploy 01 resident service engineers at this office i.e., O/O the A.G. (A&E) –I, U.P., Allahabad. Resident engineers having 3 years diploma and at least one year experience are required to be posted.		
10.	Recognition or certificate from any major PC/Server/peripheral vendor for undertaking AMC on their behalf. (Certificate to be enclosed).		
11.	EMD of ₹ 10000/- to be enclosed in form of a Bank Draft in favor of “Pay and Accounts Officer” O/O the AG (A&E)-I, U.P., Allahabad along with technical bid		
12.	The firm should enclose evidence for its existence for over three years in the maintenance business.		
13.	The firm should ensure presence their office at Allahabad. In case the contract is awarded to a firm not having its office at Allahabad, then the firm will have to set up their local office at Allahabad with a contact person having basic/mobile phone at Allahabad within 15 days of issue of Letter of Acceptance.		
14.	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.		
15.	The firms should submit a copy of partnership deed if a partnership firm, affidavit for proprietorship if a proprietary firm or Registration certificate if registered under Companies Act along with the tender documents.		

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