

Part I

**Tender for Comprehensive Annual Maintenance
Contract (CAMC) of CCTV Surveillance at National
Bank for Agriculture & Rural Development
(NABARD) Head Office, Mumbai**

Type of Bid	2 Bid System
Issue of Tender	07.08.2024
Pre-Bid Meeting	1400 hrs. on 14.08.2024. Venue: National Bank for Agriculture and Rural Development (NABARD), Plot No. C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai – 400051
Last date & time for submission of Tender	1400 hrs. on 21.08.2024
Opening of Technical Bids	1430 hrs. on 22.08.2024
Opening of Price Bid	Will be communicated later
Duration of Contract	3 years from the date of award of work

This tender document contains pages from 1 to 29



NABARD

**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT HEAD
OFFICE, BANDRA KURLA COMPLEX, BANDRA (E), MUMBAI- 400051**

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REF. NO. NB. DPSP-PSS /28/CAMC of CCTV Tender / NABARD Head Office/ 2024-25

NOTICE INVITING TENDER

Tender for Comprehensive Annual Maintenance

1. NABARD Head Office, BKC invites open tenders from reputed firm for Comprehensive Annual Maintenance Contract in respect of CCTV Surveillance Systems installed in our Head Office Building and therefore invites offer from the contractors/ firms for the same work. The bidder shall submit two separate E – bids for the work i.e Technical Bid and Financial Bid. The same can be downloaded from the website of <https://eprocure.gov.in/eprocure/app> .
2. The interested tenderers can upload their bids along with duly signed scanned copies of all relevant documents etc., in support of their technical & financial bids on the website <https://eprocure.gov.in/eprocure/app> only within the prescribed time limit. The evaluation of Tender will be based on online bids submitted by the tenderers.
3. The tender document is available on NABARD website www.nabard.org and CPPP Portal for download. No physical copy shall be provided by NABARD and submitted to NABARD. Bidders are also advised to check NABARD's official website (www.nabard.org) regularly for amendments, if any.
4. EMD amount of ₹ 5000/- shall be directly credited to NABARD account as detailed below: –

Name of Account	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK NAME	NABARD
BRANCH NAME	HEAD OFFICE, MUMBAI
IFSC code	NBRD0000002
Account Number	NABADMN07

After the deposit of EMD amount through online payment, bidder must intimate the transaction details on dpsp.pss@nabard.org as per the following format: -

Name of Depositor	
Mode of transfer – Online (NEFT / RTGS)	
UTR No.	

Transaction date	
Amount deposited	
** Attach Bank Statement showing amount debited from account, on or before last date of submission of RFQ.	

5. Counterfoil/ receipt/ transaction detail for the same has to be enclosed with the tender. The Tender without EMD shall be rejected out rightly. No interest is allowed on the EMD/ RMD. EMD will be returned to the unsuccessful bidders after completion of tender process. The EMD shall be forfeited under the following conditions:
 - a. If the bidder, withdraws the bid during the period of bid validity specified in the Bid.
 - b. if the contractor fails to commence the work within the stipulated date as mentioned in the work order.
6. MSME registered vendor are exempted from EMD. In case of exemption, they need to submit valid MSME registered certificate (specifying CCTV and associated equipment/ services) along with NSIC enlistment wherein their monetary limit which is required up to EMD value is indicated.
7. Properly filled tenders as Technical Bid (Part-I) and Price Bid (Part-II) shall be uploaded online, duly furnishing all the required information.
8. It may be noted that it will be a 02-bid system tendering wherein the 1st bid will be 'Technical Bid' and 2nd bid will be the 'Price Bid'.
9. Technical Bid (Part-1) shall contain: -
 - a. EMD counter-foil Or required MSME and NSIC enlistment certificate
 - b. Notice Inviting Tender
 - c. Form of Tender
 - d. Pre-qualification criteria of the contractors
 - e. Special Instructions to Bidders.
 - f. General terms and conditions.

- g. Technical Specifications
 - h. Information to be furnished by Contractor (Statement I, II) in support of fulfilling eligibility criteria.
10. Price Bid (Part-2) shall contain: -
 - a. Quoted rates for 1st, 2nd and 3rd year of CAMC and total CAMC rates in three years in words and figures.
 11. Technical bid will be opened on the same day (last day of receipt of tender) or on any other date as intimated to the bidders.
 12. Price bid –
 - a. It should not contain any conditions whatsoever and any conditional bids shall be rejected.
 - b. It will be opened on some suitable date, which will be communicated later.
 13. Before filling up the tenders, the bidders may note the following: -
 - a. Validity of the tender shall be 3 months from the date of opening of Price Bid.
 - b. NABARD reserves the right to accept or reject any/ all tenders in part or whole of any firm/ firms without assigning any reasons for doing so.
 - c. NABARD reserves the right to accept or reject even the lowest bidder or any bidder without assigning any reason at any point during the process of tendering.
 14. The successful bidder shall execute an agreement with NABARD at his cost on non-judicial stamp paper of ₹ 200/- within 14 days from the date of issue of work order.
 15. A pre-bid meeting has been arranged at '1 A' Conference Hall, Ground Floor, NABARD Head Office - 400051 on date (as per tender documents) in presence of Bank's Officials to guide the tenderers about the scope of work and clarify the questions of the prospective bidders. The contractors are requested to participate in the scheduled pre-bid meeting. The contractors are advised to conduct a site survey and satisfy themselves about the overall feasibility of work. The clarifications being sought in the pre-bid meeting may be submitted in writing at our Office or to dpsp.pss@nabard.org / dpsp@nabard.org at least two working days prior to the date of pre bid meeting.

16. The clarifications given in pre bid meeting will also form part of tender document and will be uploaded on the website. NABARD reserves the right to revise the Price Bid after pre-bid meeting, if required, and same will be uploaded on website.

Sd/-

**R.K. Agrawal
(Dy. General Manager)**

1. FORM OF TENDER

To,
The Chief General Manager,
Department of Premises, Security and Procurement
National Bank for Agriculture and Rural Development
Head Office, Mumbai – 400051

Date:

Dear Sir,

Tender for Comprehensive Annual Maintenance Contract (CAMC) of CCTV Surveillance at NABARD Head Office, Mumbai

1. Having examined the tender document relating to the services specified in the Memorandum hereinafter set out, having visited and examined the site specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the tender, I/ We hereby offer to execute the services specified in the said Memorandum, at the rates mentioned in the Price Bid; in all respects of the tender, in accordance with such conditions in so far as they may be applicable.

2. MEMORANDUM

Subject	Specification
Description of work	Tender for Comprehensive Annual Maintenance Contract (CAMC) of CCTV Surveillance at NABARD Head Office, Mumbai
Location	NABARD Head Office, Plot No. C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai – 400051
Earnest Money	₹ 5,000 /- (Five Thousand Only)
Comprehensive Annual Maintenance Contract (CAMC)	3 years from the date of award of work order which may be extended for a further period of 2 years (1 year each time), if required, at the discretion of this office, subject to satisfactory performance of the Agency.
Retention Money Deposit (RMD)	RMD @ 5% of summed quoted rates for three years for this comprehensive AMC. The Bidder has to submit the RMD of 5 % of the work order.
Security Deposit	EMD & RMD will form Security Deposit (SD). The security deposit will be in the form of remittance through NEFT/ RTGS. The Security Deposit will be refunded after expiry of 60 days of completion of CAMC period. No interest will be paid on it.
Clarification	Bidders have to submit the detailed rate analysis with justification, if required by the Bank.
Terms of payment	No advance payment.

Site Visit	Bidders are advised to take site visit to understand better scope of work prior to pre-bid meeting or on pre bid meeting.
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3. Should this tender be accepted, I/ We hereby agree to abide by and fulfil the terms and provisions or the said Conditions of the tender annexed hereto in so far as they may be applicable or in default thereof to forfeit the EMD and pay to the National Bank for Agriculture and Rural Development, the amount mentioned in the said tender conditions.

Our Bankers are:

- i) Bank, Branch,,
Mumbai
- ii) Type of account: Savings / Current account
- iii) Bank Account No. :
- iv) IFS code of Bank and branch :

The names of partners of our firm are:

- i)
- ii)
- iii)

Name of the partner of the firm Authorized to sign:

OR

Name or person having Power of Attorney to
Sign the contract (certified copy of the Power
of Attorney should be attached) :

Yours faithfully

Signature of Tenderer with stamp

2. Pre-Qualification criteria of the Bidder

The contractor shall fulfil the following eligibility criteria for participating in the tender:

S.No.	Description
1	<p>The bidder should have experience of executing Comprehensive Annual Maintenance Contract (CAMC) of CCTVs during the last 5 years as on 31.03.2024 at any Central Govt./ State Govt./ Govt. Undertaking/ PSU/ Banks/ Private Organizations of repute. The work should have been undertaken for at least 05 different locations at Mumbai Metropolitan Region (MMR)/ Thane/ Navi-Mumbai during the last 05 years. Bidder to submit work experience details, including copies of Purchase Orders, work completion certificates received from Government Departments/ Govt. Undertaking/ Banks/ PSUs/ Private Organization of repute during each of the last five years. The documents to also indicate the annual payment given to the bidder.</p> <p>Following documents should be submitted: -</p> <ol style="list-style-type: none"> 1. Copy of work order (s)/ Contract document (s). 2. Work Completion Certificate duly stamped & signed from client with contact details of signing authority.
2	<p>Proof for the presence of Office set-up in Mumbai, Maharashtra. The bidder should have direct support office at Mumbai Metropolitan Region (MMR)/ Thane/ Navi-Mumbai. Proof of address of office and the relevant Rent Agreement/ contract document. (Electricity Bill/ Water Bill/ other Govt. proof)</p>
3	<p>Minimum Average Annual Turnover in the last three financial year ending March 2023 i.e. (2020-21, 2021-22 & 2022-23) should not be less than ₹ 5 lakhs.</p> <p>(Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid).</p>
4	<p>The contractor shall submit copies of balance sheet / Profit & Loss a/c of the firm for the last three years (ending 31.03.2023). Latest audited final accounts of the business of the contractor duly certified by a Chartered Accountant/ certificate of turnover issued by a Chartered Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.</p>
5	<p>Valid MSME/ Udyam Aadhar certificate against the Works if seeking exemption from EMD.</p>
6	<p>EMD amount of ₹ 5,000 /- in case not seeking exemption deposited through NEFT/ RTGS</p>
7	<p>Registration Certificate as per existing norms (indicating the legal status – Company / Partnership firm/ Proprietorship Concern, etc.).</p>
8	<p>Copy of GST Registration Certificates</p>
9	<p>Copy of PAN Card</p>
10	<p>Copies of Income Tax Return filed for last three financial years ending 31.03.2023</p>
11	<p>Shops & Establishment Certificate</p>

12	Bidders are advised to take site visit to understand better scope of work prior to pre-bid meeting or on pre bid meeting.
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Note: Bidders to ensure submission of all documents mentioned above failing which the bid will be disqualified.

3. General Instruction to Bidders

Instructions to Bidder

- a. The Firm/ contractors who have minimum 5 years of experience (ending 31.03.2024) in undertaking similar works of CAMC of CCTV surveillance system.
- b. The tenderers should also have average Annual turnover of ₹ 5 lakh during the last three financial years ending 31.03.2023 supported by audited balance sheet or a registered Chartered Accountant certified statement of accounts.
- c. The bidder should have direct support office at Mumbai Metropolitan Region (MMR)/ Thane/ Navi-Mumbai. The contractor shall submit the copies of registration certificates for verification.
- d. The tenderers are advised to submit the tender strictly based on the General Conditions of the Contract and Technical Specifications contained in the tender documents and not to stipulate any deviations. If acceptance of the terms and conditions given in the tender documents has any price implications, the same should be considered and included in the quoted price. Tender containing deviations from the terms and conditions may be rejected at the Bank's discretion.
- e. Intending contractors are required to submit their profile by giving details in the enclosed Pro-forma about their organization, experience, professional personnel in their organization, competence, etc.

4. Pre-Bid Meeting

A pre-bid meeting of the intending tenderer will be held at Head Office, NABARD at BKC on date (refer to tender documents) to clarify any points/ doubts raised by them in respect of the tender. No separate communication will be sent for this meeting. All the intending tenderers are requested to study the tender document and to be present in the pre-bid meeting. All the points/ conditions/ specifications requiring clarifications shall be given in writing addressed to, The Chief General Manager, DPSP, NABARD HO, Mumbai on dpssp.pss@nabard.org. These issues will be discussed and

clarifications if any, will be published on NABARD website. Any such clarifications will form part of the tender. The tenderer are expected to get all the issues clarified during the above meeting and should strictly desist from deviating from NABARD's tender conditions/ specifications in their tender (Part – I and Part –II). **Venue of pre bid meeting:** National Bank for Agriculture and Rural Development (NABARD), Plot No. C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai – 400051

5. Submission of Tender

Tenderer are advised to use only the format of forms given in the e-tender. However, if they desire to submit additional information, they may do so on their own letter head/ paper. Each page of the forms shall be signed by the contractor. Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the tenderer's signature.

A. Part I - This part shall contain the covering letter, un-priced tender consisting of complete technical specification and commercial terms and conditions. Part I of the tender as submitted shall also contain the following: -

- a. Earnest Money Deposit in form of Bank Deposit in favour of NABARD, Mumbai as per the attached format and issued by a Nationalised/ scheduled bank or Counterfoil/ receipt/ transaction detail of NEFT/ RTGS for the same has to be enclosed with the tender.
- b. Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the tender documents.
- c. Any other technical information the tenderer wishes to furnish.
- d. No extra work/ facilities shall be provided by NABARD except those mentioned in the tender document.

B. PART II - Price Bid

This part shall contain prices in Indian Rupees only as per format (Part II). No other enclosure is permitted in Part II. Change of terms and conditions and technical deviations, if any, found in Part II of the tender will not be taken into account and will be treated as null and void. Tender in which prices are quoted in any other currency will not be considered.

The rates quoted shall be firm and binding without any escalation whatsoever till the expiry of contract.

- a. The tenderer shall carefully check the specifications and shall satisfy himself that the equipment offered is suitable as per the enclosed Technical Specifications and shall take full responsibility for the efficient operation of the equipment offered.
- b. During evaluation of technical Bid, NABARD representatives may visit the applicant's completed or on-going projects and contact his past clients for verification of information given by the applicant. On visiting the site if, committee finds quality of the work executed is not satisfactory, then it can lead to disqualification of the Contractor. Besides this, the documents submitted by the contractor, if found to be fraud/ rant/ manipulated/ false/ amended, the contractor shall be blacklisted for minimum period of 03 years for working in NABARD.
- c. During the execution of work, contractor must deploy qualified personnel.
- d. The applicant should also produce original documents for verification if called for. Failure to attach requisite documents with application will render applicant not eligible for qualification of bid without any intimation.
- e. **Clarification of Bids:** To assist evaluation and comparison of the bids, NABARD may at its discretion ask the bidder for clarification of the bid. The clarification and response from bidder shall be in writing.
- f. The duly filled application form shall be uploaded in <https://nabard.eproc.in/> after duly filled and signed on each page of tender. Incomplete tender is liable to be rejected.
- g. Price bid shall be opened of only those contracting firm who are qualified in pre-qualification in response to the application received for this notice.
- h. Application containing false and/ or incomplete information is liable for rejection and consequences.
- i. The application must be submitted in the Pro-forma without editing the text whatsoever. Any Violation of this condition shall render the application invalid.

[Please ensure that contractors provide details of works fulfilling the eligibility criteria in statements I & II].

- j. The tenders shall be signed by the person/ persons on behalf of the Organization having necessary Authorization/ Power of Attorney to do so.
- k. If the space in the Pro-forma is insufficient for furnishing full details, such information shall be supplemented on separate sheets of paper stating therein the part of the Pro-forma and serial number. Separate sheets shall be used for each part of application, if required.
- l. Tenders containing false and/ or incomplete information are liable for rejection.
- m. While filling up the tenders with regard to the list of important assignments completed or on hand, the contractors shall only include major assignments having agreement/ completion value of ₹ 1 lakh and above. The copies of the bill raised may be enclosed for assessment and verifications in this regard.
- n. The contractor must have qualified and experienced professionals in the respective discipline. Details of the same may be shared with NABARD on demand.
- o. The applicant must have successfully completed the work according to the eligibility criteria under pre-qualification criteria.
- p. In case L-1 bidder quotes abnormally low rates the bank may ask such bidder to submit the rate analysis of the item with justification. Failure to which, bid may be considered non-responsive and liable for rejection.
- q. Financial bids of only those contractors qualified in the technical bid will be opened for selection of contractor.
- r. The quoted rates shall be firm and shall not be subject to any variations on account of fluctuations in the market rate or any other source.
- s. **Validity of Tender**

The Tender along with the prices shall remain valid initially for a period of 90 days from the date of opening of Part II of tender, which period may be further

extended by mutual agreement in writing by the tenderer and the tenderer shall not cancel or withdraw the tender during this period.

t. **Earnest Money Deposit, Retention Money Deposit & Security Deposit**

Earnest Money Deposit: - The Tender must be accompanied by Earnest Money deposit of ₹ 5,000/- in the form of Direct Deposit in the Bank through NEFT. Tender not accompanied by EMD Or Valid MSME registration certificate along with NSIC enlistment certificate shall be rejected. Should the Invitation to Tender be withdrawn or cancelled by the Bank, which shall have the right to do so at any time, EMD will be returned.

Retention Money Deposit: RMD @ 5% of summed quoted rates for three years for this comprehensive AMC.

u. **Lowest tender not necessarily to be accepted.**

NABARD is not bound to accept any or all tenders or to assign any reason for non-acceptance.

The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of any incident to or incurred by him through Or in connection with his submission of tenders, even though NABARD may elect to modify/ withdraw the tender.

v. **Right to accept part tender**

NABARD reserves the right to accept the tender either in whole or in part at the same prices quoted by the tenderer.

w. **Evaluation of Tender** The tenders will be evaluated based on Total cost of ownership (TCO) which will include the total rates quoted for Comprehensive Annual Maintenance Contract for a period of 3 years. Payment terms for Service Maintenance contract will be as quarterly payment after satisfactory completion of the service.

x. **Signing of Contract Agreement**

The General instructions to the tenderer, scope of work, terms and conditions and special conditions, herein before referred to, Conditions of Contract and

Technical Specifications, schedule of works enclosed with the tender documents and the subsequent correspondence exchanged between NABARD and the tenderer shall be the basis of the final contract to be entered into with the successful tenderer.

The tenderer shall go through the scope of work, instructions to bidders, terms and conditions given in the general conditions etc. of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable.

On receipt of intimation from NABARD of the acceptance of his/ their tender, the successful tenderer shall be bound to implement the Contract and within 14 days thereof, the successful tenderer shall sign an agreement. Notwithstanding the signing of the agreement, the written acceptance by NABARD of a tender in itself will constitute a binding contract between NABARD and the person so tendering, whether such agreement is or is not subsequently executed. The stamp duty charges of ₹ 200/- will have to be borne by the contractor.

The contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of NABARD. In case of breach of these conditions, NABARD may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to NABARD, without prejudice to his other remedies against the Contractor.

Charges towards Maintenance Service Contract will include all labour charges, charges for license and software upgradation, supervisory charges, hardware, cameras etc. towards all equipment. During the maintenance service contract, the firm should arrange for routine maintenance and inspection of system on quarterly basis and submit a report to the Bank regarding the health of the equipment along with recommendation, if any. On completion of job, a service report, in triplicate, will be made by the agency's service engineer and the same should be signed by both the service engineer and NABARD's representative. One copy of the said service report will be handed over to NABARD for our own records.

The payment for CAMC shall be made on quarterly basis on rendering satisfactory service. The tenderers will have to make their own arrangements for deputing a helper to skilled personal including all necessary tools for rectification

of the defects reported/ observed. This being major security control system, any fault in the system shall be rectified at the earliest.

- y. The tenderer must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of making a tender and for entering into a contract.
- z. The Schedule of Probable Quantities in respect of each work and specifications accompanying these special conditions are liable to alteration by omissions, deductions or additions at the discretion of NABARD.
- aa. **Contract Agreement:** The Contract shall come into full force and effect on the date of issue of the Work Order. The costs of stamp duties and similar charges (if any) imposed by law in connection with the Contract Agreement shall be borne by the Contractor.
- bb. **Confidentiality:** - The Contractor shall treat the details of the Contract as private and confidential, except to the extent necessary to carry out obligations under it or to comply with applicable Laws. The Contractor shall indemnify NABARD for any loss suffered by them as a result of disclosure of any confidential information. The Contractor shall not publish, permit to be published or disclose any particulars of the Works/ services in any trade or technical paper or elsewhere without the written permission of NABARD.

I/ We hereby declare that I/ We have read and understood the above instructions for the guidance of the tenderers.

Signature of Witness with Date & Address Signature of Witness with Date & Address

8. Special Instructions to Bidders

- a. The quantities in the Schedule of Quantities approximately indicate the total extent of work but may vary hence, bidders are advised to conduct the site survey. The vendor may come for site survey on any working day between 08.30 AM to 4.00 PM before submitting the quotation and no request thereafter regarding the status of the system will be entertained.

- b. No claim shall be entertained on this account.
- c. The Employer does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.
- d. The successful tenderer must co-operate with the other contractors appointed by the Employer so that the work shall proceed smoothly with the least possible delay and to the satisfaction of the Employer.
- e. The Security Deposit of the successful tenderer will be forfeited if he fails to comply with any of the conditions of the Contract.
- f. **The contractor shall indemnify and keep indemnified the Employer** against all losses and claims, damages or compensation under the provision of the payments of Wages Act 1936, Minimum Wage Act 1948, Employer's Liability Act 1938, Workmen's Compensation Act 1923, the Maternity Benefit Act 1961, Bombay Shops and Establishment Act 1947, Industrial Dispute Act 1947, and the Contractor Labour (Regulation and Abolition) Act, 1970 and Employee's State Insurance Act or any modification thereof or any other law relating thereto and rules made there under from time to time or as consequence of any accident or injury to any workmen or other person in or about the work whether in the employment of the employer or Contractor or not, and also against cost, charges and expenses of any suit, action or proceedings whatsoever out of such accident or injury of combination or any such claim.
- g. The Contractor shall at all-time indemnify and keep indemnified the Employer against all losses and claims for injuries or damage to any person or any property whatsoever which may arise out of or in consequence of the repair/maintenance and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of and in relation thereto. Before commencing the contract, the Contractor shall without in any way limiting his obligations and liabilities under this condition, insure at his cost and expense against any damage or loss or injury which may be caused to any person or property including the Employee or servants of the Employer and the Consultants and their property by or in the course of the execution of the works.

- h. The bidder firm should not be defaulted/blacklisted/banned by any Central Govt./ State Govt./ Govt. Undertaking/ PSU/ Banks/ Private Organizations of repute in India. The bidder shall provide undertaking on company's letter head signed by authorized signatory as Annexure II.
- i. The bidder shall provide undertaking for unconditional acceptance of Terms & Conditions and other provisions/ clauses of the Tender Document on Company's Letter head signed by Authorized Signatory. (Annexure I)

9. Schedule of Quantities

The Schedule of Quantities unless otherwise stated shall be deemed to have been prepared in accordance with the standard procedure of the Bank's Officer and shall be considered to be approximate and no liability shall attach to the Bank's Officer for any error that may be discovered therein.

10. Sufficiency of Schedule of Quantities

The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works, and of the prices stated in the Schedule of Quantities and/or Schedule of Rates and prices, which rates and prices shall cover all his obligations under the Contract, and all matters and things necessary for the proper completion of the works.

11. SCOPE OF WORK

- a. The successful firm will have to give the escalation matrix for their service personnel.
- b. Any items not specifically mentioned in the document but is required to achieve the full functionality of the system has to be provided by Bidder without any additional cost. The bidder therefore shall quote keeping in view of the requirements mentioned above.
- c. The firm shall bear full responsibility for all kinds of maintenance which include periodic quarterly maintenance as well as attending to all break-down and emergency calls at short notice whenever called during CAMC period.

- d. The system including software, cameras, NVR etc are of Bosch make. Hence, bidders shall quote keeping in view of the requirements mentioned in BOQ/ BOM.
- e. Bidder has to quote 03 years of CAMC value in the price bid. (L1) will be considered on the basis of total sum of Comprehensive AMC of 3 years.
- f. The service contract is comprehensive contract and includes repairing or replacement of hardware and software parts if required. CAMC charges will be paid on quarterly basis after service (no advance). CAMC will be comprehensive (all parts + labour + software) and including all taxes. All payments by the NABARD under this contract will be made at Mumbai by e-payment only. No request for increase in quoted rates of AMC for the year will be entertained during this tenure of contract.
- g. AMC is applicable for hardware/ software problem in NVR, IP – Camera & PoE switch. If any complaint received or found at site related with cabling, then services and spare charges will be levied extra on actual basis.
- h. Contract is not valid in case the system is damaged due to calamities like earthquake, rain, fire lighting, abnormal electrical fluctuations etc.
- i. Display LED monitor is not included in CAMC.
- j. If any accessory of CCTV Surveillance System is required to be taken out from this office, due approval to be taken for repair/replacement from this office. No extra cost in this regard will be entertained.
- k. The support expected from the contractor will be responsive to keep the downtime to minimum. Time shall be considered as the essence of this contract and bidder hereby agrees to attend additional visits on specific requests over phone/ email from NABARD for emergency attention and/ or breakdown repairs within 24 working hours. No extra charge is liable for additional visits.
- l. All break-down calls will have to be attended within 24 working hours and must be restored within 48 hours. Any unjustified delay in this regard will attract a penalty of 1% of the annual contract value of particular year against each day.
- m. The contractor should have proper and adequate support mechanism in place at Mumbai to provide all necessary support under this project through their own support offices only. The contractor must also have a centralized help desk for

logging all the services complaints. The firm will arrange the spare parts within stipulated time or will make standby arrangements at its cost.

- n. Clean and maintain the complete CCTV system ensuring their longevity and optimal performance.
- o. Check and update software versions of the CCTV system, incorporating any necessary updates or patches provided by the bidder.
- p. Prepare detailed reports after each site visit, documenting the findings, actions taken, and any ongoing issues or recommendations.
- q. Maintain a comprehensive record of all site visits, including dates, activities performed, and any materials or spare parts utilized.
- r. Provide regular updates to the client, highlighting the progress of defect rectification.
- s. If the schedule of quantities prescribes a particular brand of materials or fittings, the same shall be considered while quoting the rates.
- t. Contractor will provide competent personnel, all the necessary labours, materials, equipment and tools for performing duties.
- u. Ensure that all safety procedures are strictly adhered to.

Tentative list of CCTV installation to be covered under CAMC

Sl. No.	Description of Items	Quantity	Unit
01	1080p HD Outdoor Type Bullet Bosch IP Camera with 1/3" or 2 MP progressive CMOS up to 25/ 30 fps, varifocal 2.8mm – 12 mm lens, manual focus/ zoom. Built in Power over Ethernet (PoE)	16	Nos.
02	Camera and its internal parts, lens, connectors and power supply if any required	16	Nos
03	1080p HD Outdoor Type Dome Bosch IP Camera with 1/3" or 2 MP progressive CMOS up to 25/ 30 fps, varifocal 2.8mm – 12 mm lens, manual focus/ zoom. Built in power over Ethernet (PoE), Min 64 GB micro-SD Card storage support (IP66) and IK10 camera housing	5	Nos
04	Camera and its internal parts, lens, connectors and power supply If any required	5	Nos
05	Bosch Video Management Software (VMS) & Network Video Recorder (NVR) (Bosch Model No. DIP – 7180 – 00N) – 32 channels with 32 TB HDD for full HD viewing and recording, recording of 32 channels @ D1/ 16 channel @ 720/8 channel @ 1080 P, internal storage of 32 TB	1	No
06	VMS Software upgradation	1	No

Sl. No.	Description of Items	Quantity	Unit
07	NVR's internal manufacturing defects. Power supply. Internal Battery	1	No
08	HDD for server 4 TB	8	Nos
09	Client workstation with operating system, mouse and keyboard	2	No
10	Nvidia Graphic card/ HDD & SMPS	1	No
11	Check operation and functions of the workstation	1	Nos
12	Switches layer 2 switches (4 ethernet + 2 fiber) (Make: D Link)	3	Nos
13	Switches layer 2 switches (8 ethernet + 2 fiber) (Make: D Link)	3	Nos
14	Hitachi UPS System (06 Exide Batteries)	1	Set

v. The Checklist for maintenance visit is as followed: -

Sr. No.	Tasks	Remarks
	Quarterly Activities	
1.	Cameras Check including internal parts, lens, connectors and power supply	
2.	Cleaning of cameras including lens	
3.	NVR check including internal manufacturing defects, power supply and internal battery	
4.	Network connection check	
5.	Control system operation and connection check	
6.	Software version update & upgrade once requested by NABARD	
7.	Provide report with actions taken including all details from the remote monitoring	
8.	Checking of video footage recording	
9.	Checking of client workstation with operating system, mouse and keyboard	
10.	PoE switch check	
11	UPS check including internal manufacturing defects, power supply and batteries.	
12	Any other activities as deemed necessary for maintenance of system	

w. No element of this service should be sub-contracted.

x. **Termination:** Without prejudice the Employer may terminate the CAMC of CCTV surveillance system at any time on giving one month's notice in writing if the services are not found satisfactory. The Bidder shall not be eligible for any compensation for such cancellation. All disputes and differences of any kind in this regard shall be referred to the Chief General Manager (DPSP), NABARD

HO, Mumbai for settlement who shall state his decision in writing, which will be binding on both the parties.

- y. **The period of service and maintenance** will be 3 years from the date of award of work order which may be extended for a further period of 2 years (1 year each time), if required, at the discretion of this office, subject to satisfactory performance of the Agency.
- z. During this period if any component / device needs replacement then the contractor has to replace it free of cost. In case any component / device has been declared obsolete by OEM and is not available in the market, then contractor has to replace with equivalent / superior component / device without levying any cost to NABARD. The decision regarding equivalency / superiority will be taken by NABARD.
- aa. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Mumbai and only court at Mumbai shall have jurisdiction to determine the same.

12. Safety Precautions

- a. Appropriate precaution should be taken care during the service.
- b. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
- c. No portable single ladder shall be over 8 meters in length.
- d. Workers employed on handling material/ electrical activity shall be provided with protective footwear and rubber hand gloves.
- e. The Employer reserves the right to instruct the Contractors to take additional safety precautions if found necessary.
- f. All workers shall be provided with helmet, Safety Shoes and Safety belts.

13. Information to be furnished by the bidder

1	Name, registered address and phone numbers	Attach documentary proof
2	Addresses and phone numbers of Branch in Mumbai	use separate sheets as attachment

3	Organizational set up of the firm including names, qualifications and experience of partners/ Associates and staff and Electrical license	Details to be furnished in the prescribed proforma
4	Type of Company /firm (Attach Proof)	
5	Whether Registered as a contractor to any Govt. Mention the registration Number and year of registration. Attach a copy.	Attach documentary proof.
6	Experience as contractor (give number of years)	
7	Important major contracts completed. The full postal address of the clients including their contact telephone numbers.	Details to be furnished in the prescribed pro-forma (Statement I)
8	Turnover of the firm during last 3 years (ending 31.03.2023). Copy of IT return for the last 3 years may be furnished.	
9	PAN No.	
10	GST No.	
11	MSME certificate (Specific to CAMC of CCTV Surveillance System and allied equipment) incase availing EMD exemption	

Signature of the applicant with full address and office seal

Note: Statements I & II to be enclosed.

STATEMENT - I**List of Important Contracts Executed by the Contractor ***

Sr. No.	Name of the Work including name of the building & location.	Nature of work involved in the contract.	Name of the owner and indicate whether it is a Central Govt./ State Govt./ Govt. of India undertaking/ Banks/ PSU/ Pvt. Organization with full address and telephone numbers. ***	Completion Period		Value of the work ** (₹ in lakh)	
				Stipulated	Actual		
1	2	3	4	5	6	7	

* Use separate /additional sheets as per the requirement

** Mention the assignments where value of works costing ₹ 1 lakh and above only.

*** Attach client's certificates, Copy of work order, Scope of work etc.

Signature of the applicant with full address and office seal

Statement II
List of important contracts ON HAND being executed by the contractor*

Sr. No.	Name of the Work including name of the building and location	Nature of work involved in the Contract.	Name of owner and indicate whether it is a Central Govt./ State Govt./ Govt. of India undertaking/ Banks/ PSU/ Pvt. Organization with full address and telephone numbers. ***	Stipulated date of completion	Expected date of completion	Present stage of work with reasons if the work is getting delayed	Value of the work ** (₹ in lakh)
1	2	3	4	5	6	7	8

* Use separate /additional sheets as per the requirement

** Mention the assignments where value of works costing ₹ 1 lakh and above only.

*** Attach client's certificates

Signature of the applicant with full address and office seal

Pro-forma of furnishing the Payment details**Tender for Comprehensive Annual Maintenance Contract (CAMC) of CCTV Surveillance at National Bank for Agriculture & Rural Development (NABARD) Head Office, Mumbai**

Name of the Agency		
Contact Details	Name	
	Email	
	Phone No	
PAN details (enclose copy of PAN)		
GST Number (enclose copy of GST registration)		
Address of principle place of business in the state as per GST registration certificate	Address	
	City	
	PIN	
	State	
Bank account number		
Account Name		
Type of the account		
Name & Address of Bank		
IFSC Code (enclose copy of cancelled cheque)		

Name of the Agency:

Date:

Place:

Signature with seal:

Part II**NABARD Head Office, BKC (East) Mumbai****Financial Bid: -**

1. The Financial bids will be opened in case of only those bidders who will be qualified in the “Technical Bid” by this office.
2. Bidders are advised to quote the rates for 1st, 2nd and 3rd year as per the format below. The sum of quoted rates for three years of each eligible bidder will be the benchmark to decide L1 rates.
3. The tenderer should quote the rates in figures as well as in words. If any discrepancy is found in the rate quoted in words and figures, then the rates quoted in words shall be taken as correct.
4. Price bid shall be submitted in the below specified format only. Other formats shall be rejected.
5. Above mentioned rates shall be inclusive of all taxes, duties, charges etc.
6. The tenderers must include in their tender price quoted for all duties, GST any other taxes as applicable. No extra claim on this account will in any case be entertained at later stage.

Name of the Work	Year	Price in Figure	Price in Words	GST Amount	Total Amount
Comprehensive Annual Maintenance Contract for a period of 03 Years to be paid on quarterly basis (payment will be done after completion of AMC services in respective quarters) including cost of spare parts, software, hardware, NVR, cameras etc.	1 st Year				
	2 nd Year				
	3 rd Year				
Total Amount for 3 Year CAMC including GST					

Signature of the Authorized Representative

Bidder Stamp / Seal

ANNEXURE I**DECLARATION****(On the letterhead of Bidder)**

The information submitted in tender application is true to the best of my/ our knowledge and if any information is found untrue or false, I/We may be debarred from the tender process/being given the contract.

I/We hereby agree to abide by all terms and conditions laid down in tender document.

This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions contained therein and undertake myself/ourselves abide by the said terms and conditions.

I/We also agree that my/our tender will remain valid for acceptance by the bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the bank and bidder. I/We also agree to keep the earnest money valid during the entire period of validity of tender.

I/We understand that the bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason therefore.

I/We understand that after awarding of work order, I/We would be under the obligation to perform comprehensive AMC with respect to CCTV surveillance system installed at NABARD Head Office, Mumbai at the lowest quote given in the price bid for each year.

I/ We also understand that my/our bid is liable to be rejected if any of the information provided by me/ us is found to be incorrect/ false.

Signature of the Authorized Representative

Bidder Stamp / Seal

ANNEXURE II**Declaration – Financial Standing****(On the letterhead of Bidder)**

This is to certify that our agency/ company/ firm has not been blacklisted by any of the office of NABARD/ Central Govt./ State Govt./ PSU/ Govt Undertaking/ Private Organizations of repute.

We further declare that our agency/ firm is not under liquidation, court receivership or any other similar proceedings.

Signature of the Authorized Representative

Bidder Stamp / Seal