



**PURCHASE AND STORE SECTION**  
**JAMIA MILLIA ISLAMIA**  
**Jamia Nagar, New Delhi-110025**  
**Ph: 011-26982759**

**E-Tender for Comprehensive Annual Maintenance Contract (CAMC) of CCTVs, DVRs & UPS along with all accessories installed at JMI**

No.NIT-12/CMC/CCTV/PSS/JMI/2021-II

Date: - 18.11.2021

On behalf of the Vice-Chancellor, Jamia Millia Islamia (JMI), New Delhi, India, online bids (two bids system) are invited from reputed companies/firms for the CAMC of **CCTVs (different make like CP Plus, Secure Eye, Hikvision and different model like IP, Analog HD and Analog) (CCTVs Nos. 425), (DVRs Nos.63) and (UPS Nos.40) & alongwith all accessories (including Hard Disk with UPS) installed in the different departments/centres of Jamia Millia Islamia, New Delhi. The CAMC will be awarded for the period of two years and may be extended for another year subject to satisfactory performance and other terms and conditions. Bid documents with other terms & conditions can be downloaded from Website: <https://mhrd.euniwizarde.com>.**

<b>Last Date &amp; Time for online submission of bids</b>	<b>Estimated cost in Rupees</b>	<b>Date/Time for opening of Technical Bid</b>
02.12.2021 by 16.00	Rs.7.50 lakhs per annum	02.12.2021 at 16.15

**Please note that the quantity of CCTVs & DVRs and accessories may increase or decrease.**

In place of a Bid security, the Ministries/ Departments may require Bidders to sign a Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids (Annexure A).

**Eligibility of Bidders-Pre Qualification**

- (i) Firm that is providing similar kind of services to any of the Govt. Departments/Autonomous Institution/Universities/PSUs of Govt. of India.
- (ii) The bidder should not have been black listed at anytime in the past by any of the Departments/Autonomous Institution/Universities/PSUs of Govt. Of India.
- (iii) In addition to above bidder should also fulfil any one of the following conditions during last three financial years (i.e. 2018-19, 2019-20 & 2020-21) to become eligible to offer their bids.
  - (a) Three completed Comprehensive Annual Maintenance Contract costing not less than Rs.4.00 lakhs; or
  - (b) Two completed Comprehensive Annual Maintenance Contract costing not less than Rs.5.50 lakhs; or
  - (c) One completed Comprehensive Annual Maintenance Contract costing not less than Rs.6.50 lakhs;

## Terms & Conditions:

1. The successful bidder should submit a Bank Draft as Security Money @3% of the award value of the CAMC at the time of acceptance of offer. JMI shall forfeit security money in the event of breach of contract by the successful service provider.
2. Immediately after award of the contract (within 15 days) following activities be carried out:-
  - (a) Checking of running condition of all CCTVs DVRs including Hard disks.
  - (b) Checking function of BNC Connectors & DC Connectors.
  - (c) Checking of Power Supply from AC to DC.
  - (d) Cleaning of Lenses.
3. Routine maintenance service at least once in 45 days includes:
  - (a) Checking of proper running condition of all CCTVs & DVRs including hard disks
  - (b) Cleaning of Lenses
  - (c) Checking the proper fixing of wiring of cables
  - (d) Checking of working condition of BNC and DC Connectors etc.
4. The replacement/repair work shall carry a warranty of 1 year from the date of repair/replacement.
5. It may be ensured that only genuine spare parts of authorised brand should be used during CAMC.
6. Payment: Will be made on quarterly basis (after submission of satisfactory performance report duly endorsed by the Monitoring Office). Proper record of servicing and repair etc. of the breakdown/maintenance should be kept by the firm.
7. Contract: Will be comprehensive (including spare parts replacement of all connectors, power supply, hard disk, lenses, etc.)
8. The bidder should have enough infrastructures to maintain the above equipments of different makes/models/capacities.
9. Full time Resident Engineers/Technicians (on site) from 9:30 a.m. to 5:30 p.m to be deputed. Also as and when needed after office hours and on holidays.
10. Resolution time:
  - A) 5 hours maximum in normal condition**  
*(if not done within time period, the penalty of Rs.500/-per day shall be imposed).*
  - B) 2 days maximum in case of change of parts etc.**  
*(if not done within time period, the penalty of Rs.1000/-per day shall be imposed).*
11. If the monitoring office of JMI feel that services of the company are poor or company has callous attitude towards maintenance of CCTV/DVRs etc, then deduction will be made from the company's bill or even the company will be blacklisted which will be decided by a Committee.
12. Parts replacement as & when needed, free of cost.
13. Attendance: Engineer/Technician must report to the Proctor office on every working day and record his attendance in the respective Attendance Register. In case of urgent complaint, Engineer should visit the respective deptt/office directly and then report to Proctor office immediately after attending the complaint/solving the problem(s).
14. Engineer/Technician should have enough experience in the respective fields.
15. Frequent change of Engineer/Technician shall not be allowed. Profile of Engineer/Technician should be submitted in Proctor office. Every Engineer/Technician should have valid I.Card for identification.
16. No Extra charge will be paid for the transfer of CCVTs from one place to another place, if needed.
17. Issuance of tender documents should not automatically be construed that the bidder is considered qualified.
18. In the evaluation and comparison of bids; Jamia Millia Islamia reserves the exclusive right to reject any or all tenders.
19. Jamia Millia Islamia, at its absolute discretion, reserves the right to award the contract to any party irrespective of the financial bids and also award the contract to more than one party.
20. Tender documents sent by post will not be entertained.
21. Bills should be produced in the prescribed format serially printed incorporating GST Registration / IT PAN No., etc. as per standard.
22. Over-writing, if any, should be supported by signatures.

23. The Authorized Representative of the bidder can visit the University premises and see the installation of cameras and DVRs on any working day during office hours only.
24. The tender will be for a period of two years which can be extended for one more year subject to the satisfactory performance. However, if the performance is found unsatisfactory at anytime during the contract, the Competent Authority can cancel the contract with immediate effect.
25. Technical and financial bids are to be uploaded separately.
26. The Vice Chancellor is the final authority for settlement of any dispute.

**Renewal of Annual Maintenance Contract (AMC)**

The CAMC is for a period of two years and if the services provided by the Contractor are found to be satisfactory, the Comprehensive Annual Maintenance Contract (CAMC) can be further extended for a period of one year with mutual consent and as per the terms and conditions of the Tender.

**Annexure – A**

**BID SECURING DECLARATION**

I, \_\_\_\_\_ S/o \_\_\_\_\_, R/o \_\_\_\_\_, Aadhar No. \_\_\_\_\_, Proprietor/Partner/Director of \_\_\_\_\_ do hereby solemnly and sincerely declare as under:

1. That I/we are bidding for the Comprehensive Annual Maintenance Contract for CCTVs installed in Jamia Millia Islamia.
2. That if we withdraw or modify our Bids during the period of validity, or if the contract is awarded to us and we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, we will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the Jamia Millia Islamia.

Name

Signature

Company/Partnership/Proprietorship Name with seal

Address

Mobile Number

Aadhar Number

### **TECHNICAL BID (to be uploaded)**

Bidders should upload the following documents in technical bid:

- a. Copies of IT return for the last three financial years.
- b. GST Registration number and certificate.
- c. Copy of PAN Card
- d. Duly signed Affidavit that the bidder has not been black listed anytime in the past by any Govt. Department/Autonomous Institutions/Universities/PSUs of Govt. of India.
- e. In addition to above bidder should also fulfil any one of the following conditions within last three financial years to become eligible to offer their bids. Satisfactory completion certificate work may be attached mentioning clearly the type of work, duration (date of commencement & completion) and amount of completion of work.
  - i. Three completed Comprehensive Annual Maintenance Contract costing not less than Rs.4.00 lakhs; or
  - ii. Two completed Comprehensive Annual Maintenance Contract costing not less than Rs.5.50 lakhs; or
  - iii. One completed Comprehensive Annual Maintenance Contract costing not less than Rs.6.50 lakhs;

### **Note**

1. The work orders/award letters will not be considered as completion certificate.
2. Technical Bids and Financial bids are to be uploaded separately.
3. Each document shall be duly signed and stamped by the vendor.
4. All future corrigendum/amendments, if any, will be published on <https://mhrd.euniwizarde.com> and Jamia website: [www.jmi.ac.in](http://www.jmi.ac.in) only. All the prospective bidders are therefore requested to visit the websites regularly for any such change/update.

**Financial Bid (to be uploaded)**

**CAMC of CCTV, DVR**

S.No.	Item Description	Rates per unit per annum	GST	Total (in Rs.)
1.	<u>Comprehensive AMC of CCTV alongwith all Accessories</u> (All models & makes)	Rs.		
2.	<u>Comprehensive AMC of DVRs alongwith hard Disc</u> (All models & makes)	Rs.		
3.	1 KVA UPS	Rs.		
4.	Wire, if applicable (in meters)	Rs.		

**Note:**

1. Please fill the rates unitwise. Bulk rates will not be considered.
2. The quantity of CCTVs, DVRs and accessories may increase or decrease.

Name and Signature of the Tendered (With seal)

Name of the Firm:

Address with Telephone/Mobile No./e-mail

### **Instructions to Bidder for online participation**

1. Bidders/Vendors/Suppliers/Contractors must get themselves registered by payment of 2000/- exclusive onetime fee for 1 Year on the portal for participating in the e-tenders published by the department. Detailed registration help manual is available in bidder help manual kit.
2. Bidders must provide the details of PAN number, registration details etc as applicable and submit the related documents. The user id will be activated only after submission of complete details.
3. Bidders must have a valid email id and mobile number.
4. Bidders are required to obtain Class 3 Digital Certificates (Signing & Encryption) as per their company details.
5. Once bidder DSC is mapped with the user id, the same DSC must not be used for another user id on the same portal. However bidder can update the digital certificate to another user id after unmapping it from the exiting user id.
6. Bidders now can login with the activated user Id & DSC for online tender submission process in this portal.
7. Bidders can upload required documents for the tender well in advance under My Documents and these documents can be attached to the tender during tender participation as per the tender requirements. This will save the bid submission duration/time period and reduce upload time of bid documents.
8. Bidders must go through the downloaded tender documents and prepare and upload bid documents as per the requirements of the department.
9. Bidders are advised to read complete BoQ/SoQ/Price Bid/Financial Bid and Terms & Conditions before quoting rates in the bid document.
10. Any modification/replacement in BoQ/SoQ/Price Bid/Financial bid template is not allowed. Bidders must quote only in predefined fields in the bid sheet and save the bid sheet. After saving, the same bid sheet must be uploaded in the portal.
11. Bidders must pay required payments (Tender fee, EMD, Tender Processing Fee etc as available on the portal) as mentioned in the tender document, before submitting the bid.
12. Bidders are recommended to use PDF files for uploading the documents and file size must not cross 5MB. Only price bid sheet will be in Excel format.
13. The bidders must ensure to get themselves registered on the portal at least 1 week before the tender submission date and get trained on the online tender submission process. For tender submission and registration process bidders are advised to refer respective manuals on website. Tender inviting Authority/Department will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues like internet connectivity/PC speed/etc...
14. Offline Submission of bids/documents/rates by the bidders will not be accepted by the department, under any circumstance.
15. After final submission of the bid, a confirmation message and bid submission acknowledgement will be generated by the portal. The bid submission acknowledgement contains details of all documents submitted along with bid summary, token number, date & time of submission of the bid and other relevant details. Bidder can keep print of the bid submission acknowledgement.
16. If bidder is resubmitting the bid, bidder must confirm existence of all the required documents, financial bid and again submit the bid. Once submitted, the bid will be updated.
17. Submission of the bid means that the bid is saved online; but system does not confirm correctness of the bid. Correctness of the bid will be decided by tender inviting authority only.
18. The time displayed in the server is IST(GMT 5:30) and same will be considered for all the tendering activities. Bidders must consider the server time for submission of bids.

19. Bid documents being entered by the Bidders/Vendors/Contractors will be encrypted at the client end and the software uses PKI encryption techniques to ensure security/secretcy of the data. The submitted bid documents/data become readable only after tender opening by the authorized individual.

**For E-Tendering Help/Support in participation or guidance: -**

**Helpdesk No.** – 01149606060 or you may contact to below persons for any clarifications

Navneet – 9560364871