



Tender Document
For
Annual Maintenance Contract (AMC) of IP
Based CCTV Surveillance System of Umerkote Town.

SCOPE OF WORK

(Functional and Technical Requirements)

RFP Number: 1172/UKT-2025 Dt.11.06.2025

Prepared by: Umerkote Municipality, Odisha



OFFICE OF THE
MUNICIPALITY, UMERKOTE
NABARANGPUR (ODISHA), PIN- 764073
e-mail- nac_umerkote@rediffmail.com



Letter No 1172/UKT-MUN-2025

Date: 11/06/2025

TENDER CALL NOTICE/EXPRESSION OF INTREST

Sealed Quotations are invited from intending Firms/Dealers/Agencies/Consultants having adequate previous experience in quoting rates & Annual Maintenance Contract (AMC) of IP Based CCTV Surveillance System of Umerkote Town as per detail tender call notice.

The Firms/Dealers/Agencies/Consultants should file their rates including preparation of DPR, Supervision charges etc.. with term & condition. The Bidders should enclose the copy of documents in support of experience, registration, recognition from Govt. GST/PAN clearance certificate with the quotations.

The quotations will be received from Dt.11/06/2025 10.00AM up to Dt.17/06/2025 by 5.00PM through Registered/Speed Post in the Address of **Executive Officer, Umerkote Municipality, Umerkote, Dist.-Nabarangpur, Odisha-764073** and the same will be opened at 3.00PM on Dt.19/06/2025. in presence of bidders or, their authorized agents. The rate should be quoted inclusive of all Tax/GST/Transportation charges and loading /unloading charges.

Blank Bid documents for the works will be available from the office of the undersigned on any working day during office hours 10.00AM to 5.00PM from Dt.11/06/2025. to Dt.17/06/2025. on payment of Rs.10,000/- (Rupees Ten Thousand) only towards cost of Bid documents in shape of Demand Draft/Bankers Cheque only from any Nationalized Bank drawn in favour of Executive Officer, Umerkote Municipality payable at Umerkote & the bidder in a position to complete the said project within stipulated time period of receipt of work order.

The Bidders have to submit the bid documents duly filled up along with attested photo copies of qualifying documents as indicated in eligibility criteria and the bidders shall have to produce original documents as per eligibility criteria if required for verification and the same will be verified by the Tender Committee constituted for the purpose on the date of the opening of the tender.

1. More procurement of tender documents does not guarantee fulfillment of the eligibility criteria.
2. Cost of Bid document is not refundable.
3. Name of the purchaser at the time of procurement of Bid Documents shall not be disclosed, only money receipt against the Bank Draft/Pay order shall be issued.
4. Only Ink/Dot pen signed copy of DTCN issued by this office shall be entertained.
5. The details of the tender papers/Technical specifications along with term and conditions etc. may be seen from the Website Nabarangpur NIC i.e. <https://nabarangpur.odisha.gov.in/> as well as Municipal Office.

The undersigned reserves the right to accept or reject any of quotations or negotiate with more than one agency without assigning any reason thereof.

Amarendra
11-06-25
Executive Officer,
Umerkote Municipality

Memo No. 1173

Date: 11/06/2025

Copy submitted to the Collector, Nabarangpur/ Project Director, DRDA-cum-DUDA, Nabarangpur / Sub-Collector, Nabarangpur/ Executive Engineer R&B Division, Nabarangpur for kind information with request to display the tender notice in their respective notice board for wide publication. Copy to the Director, I & PR, Bhubaneswar for information and necessary action with a request to publish it in the newspaper in the local edition minimum price for one day with 8 (CM) X 7 (CM) and sent the credit bill for payment.

Amarendra
11/06/25
Executive Officer,
Umerkote Municipality.

Memo No. 1174

Date: 11/06/2025

Copy forwarded to District e-Governance Manager (DeGM), Nabarangpur for information with a request of host the tender in the District Portal for wide publicity. A copy submitted to this Office for necessary information for record and evidence.

Amarendra
11/06/25
Executive Officer,
Umerkote Municipality.

Important Dates & Information	
Information	Details
Availability of Tender Documents at Website i.e. https://nabarangpur.odisha.gov.in/	Dt.11/06/2025 10.00AM to 17/06/2025 5.00PM
Last date for submission of tender document	Dt.17/06/2025 5.00PM
Place of submission of tender document	Executive Officer, Umerkote Municipality Umerkote, Dist.-Nabarangpur Odisha-764073
Date and time for opening of Technical Bids	Dt.19/06/2025 3.00PM
Date and time for opening of Financial Bids	Dt.20/06/2025 11.00AM
Cost of Tender Document	Rs. 10,000 /- (Rupees Ten Thousand Only) to be submitted with General Bid in the form of DD only payable at Umerkote.
Earnest Money Deposit (EMD)	Rs.35, 000 /- (Rupees Thirty-Five Thousand Only) to be submitted with General Bid in the form of DD Only payable at Umerkote.


 Executive Officer
 Umerkote Municipality

SECTION-I

NOTICE INVITING TENDER

Sealed Quotations are invited from the Bidders through offline to undertake the work of AMC of IP Based CCTV Surveillance System at Umerkote Town, Umerkote. Tender document shall be downloaded from the website <https://nabarangpur.odisha.gov.in/> from Dt.11/06/2025 10.00AM to Dt.17/06/2025 5.00PM. The general bids will be opened in the presence of bidders at Municipal office on Dt.19/06/2025 3.00PM. The authority reserves the right to accept/reject any and part of there or all the tenders and without assigning any reason thereof.

Executive Officer,
Umerkote Municipality
Umerkote, Dist-Nabarangpur
Odisha-764073


11-06-25
Executive Officer
Umerkote Municipality

SECTION – II

INVITATION FOR BIDS

1.1 INTRODUCTION

Umerkote Municipality, Umerkote invites competitive bid proposals from interested bidders who have experience in AMC of IP Based CCTV Surveillance System of Umerkote town.

1.2. OBJECTIVES

Umerkote Municipality (**UKTM**) proposes to procure the following AMC Of CCTV Surveillance System at Umerkote Town.

ITEMS NAME:-

SL. No	Particulars	Unit	Qty.
1	4Mp V/F Bullet Camera as per the specification with micro storage 256GB(can store footage in case of network failure) and inbuilt analytics like face Recognitions - Refer Technical Spec	Nos	42
2	Storage/Recorder Server, hard discs, software with Red 10 and above with redundancy N+M. In case failure auto changeover is must. 30 days Storage to be calculated as per the technical requirements. Refer Technical Spec	Set	5
3	2Mp ANPR/Enforcement Camera with necessary software and analytics as per technical specs	Set	7
4	4 port 10/100/1000 L2 Manageable POE Switch with 48v 7ADin-rail industrial grade Power supply	Nos	42
5	IP 66 JB with cooling arrangement and Temperature Controller- as per technical specification	Nos	40
6	24U Rack Fully Loaded	Nos	1
7	L2 Manageable OLT Question	No.	1
8	24 Port L3 Fully manageable switch	Nos	1
9	16 Port LIU	Nos	1
10	Armour OFC cable with Laying & all accessories as per technical specs and site requirements	Mtr.	22,000
11	Cat6 Face plate keystone back box set per the tender technical specifications	Nos.	30
12	CAT-6 UTP/STP (As per project technical requirements)	Mtr	2200
13	2 sq.mm 3core Power Cable as per the system requirements.	Mtr.	2,500
14	SPD (Surge Protector Device)	Nos	40

15	1 KVA Online UPS Battery Backup oneHour as per the tender specifications	Nos	40
16	6 KVA Online UPS with battery Backup as per the tender specifications	Nos	1
17	Display For Control Room 65" as per the tender specifications	Set	4

Shweta
11/06/20

Executive Officer
Umerkote Municipality.

SECTION-III
GENERAL TERMS & CONDITIONS

1. Scope of Work

The selected bidder shall be responsible for providing AMC Service support of IP Based CCTV Surveillance System & the vendor shall provide the following services to keep the equipment in good working condition.

- 1.1. The scope of work covers comprehensive on-site maintenance of CCTV Cameras, NVR, SWITCH, UPS, and LED TV, Aps etc.
- 1.2. The replacement of all the spares is included under the AMC. Replacement of defective parts will be at the vendor's cost with original spares of the brand/make model or its *equivalent* of the CCTV Camera and its accessories as far as possible.
- 1.3. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the company's consent.
- 1.4. The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.
- 1.5. The scope of work also includes software issue, Data Backup before doing any changes.
- 1.6. The scope of work covers provision of resident service engineers in the office
- 1.7. Three technically qualified service engineer is required for 24*7 support of AMC of IP Based CCTV Surveillance System.
 - i. Senior Service Engineer having qualification ITI/Diploma in Electronics/IT/Computer Science Engg. passed with an experience of not less than 7 years in the field of CCTV Maintenance/hardware & Networking in Govt./Pvt. Organization. The other 2 technician persons with same qualification as mentioned above but experience of not less than 2 years in the field of CCTV Maintenance/hardware & Networking in Govt./Pvt. Organization. All three technical persons will remain seat in CCTV Control room & will provide 24*7 support.
- 1.8. The vendor should ensure that the equipment reported down to be resolved within 1 hour of reporting the complaint. In case, if the CCTV & its accessories cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is returned duly repaired at no extra cost to Company.
- 1.9. The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements with original equipment /similar spares.
- 1.10. Complaint can be registered either telephonically or by e-mail by respective branch/Office and proper record of the complaints to be maintained by the AMC Vendor. Escalation matrix and name of persons coordinating AMC jobs should be submitted to Umerkote Municipality.
- 1.11. A logbook shall be maintained in which the vendor shall record all the complaints made and parts taken out of branches/office for repair. The vendor shall submit copy of consolidated complaint reports furnishing the details of location-wise breakdown calls lodged/attended and its status on quarterly basis to Umerkote Municipality.
- 1.12. The AMC co-coordinators of vendor must ensure their presence during

monthly meeting with Umerkote Municipality, to share progress on pending issues of associated section/offices in order to make maintenance more effective ensuring best services to the locations.

1.13. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments.

1.14. The AMC Vendor shall carry out Preventive Maintenance (PM) on monthly basis and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in a month. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment. The AMC Vendor has to submit the preventive maintenance report to Umerkote Municipality (UKTM), on quarterly basis for the release of AMC payment.

2. Eligibility Criteria

i. The bidder should be a company registered under Indian Companies Act, 1956 or a partnership firm registered under Indian Partnership Act, 1932 and operating since last 3 years or higher from the date of publication of RFP. It should be registered with GST Authorities. The bidder should furnish the copy of company registration certificate, GST registration certificate, PAN card and up to date IT return till 31st March 2024 along with the tender document.

ii. Consortiums are not allowed.

iii. The firm should have a local or project site office at Umerkote town.

iv. The average annual turnover of the firm for last three Financial Years must be 1.5 Cr and there must be dealership certification.

v. In case of authorized partners, the bidder has to submit the valid Back-to-Back Support authorization certificate(s) from the Original Equipment Manufacturer (OEM) for the entire product quoted mentioned in Technical Specification. (Ref 1.2).

vi. Proof of successful execution of one similar nature of work in India during the last three Financial Years ending 31st march 2024 must be submitted.

The “**Similar Nature**” of the work shall mean AMC of IP Based Video Surveillance System (CCTV) to any Government/Public Sector Enterprises/Autonomous units/Private Sector Enterprises having the criteria mentioned below: -

A. One similar completed work, costing not less than 12 Lakhs.

B. Two similar completed work, costing not less than 12Lakhs.

vii. The bidder must have ISO 9001:2018 & ISO 20001:2018 certification.

viii. The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Government/ PSU in the country of India. A self-declaration certificate to this effect should be enclosed.

ix. Preference will be given to the Vendor/Agency which is situated at minimum distance from the Umerkote Municipality for better maintenance and service.

x. The Agency/Firm should have experience of minimum 3(Three) years from Police Department.

Necessary supporting documents on fulfillment of eligibility criteria should be attached for authentication along with a signed copy of the tender document to indicate acceptance of all terms and conditions set forth in the tender. Organizations failing to provide complete information on any of the requirements are liable to be rejected.

3. Cost of Tender Document

Rs. 10,000/- (Ten Thousand) only

4. Earnest Money Deposit:

- a) EMD is to be furnished by the bidder as mentioned below along with the tender.

Sl. No	Category Description	EMD Amount
1	AMC of IP Based CCTV Surveillance System	Rs.35,000/-

- b) The EMD shall be only in favour of **Executive Officer, Umerkote Municipality**, in the form of DD only. The validity of EMD should be at least three months from the date of floating of tender.
- c) Vender should mention the organization name at the backside of DD.
. The EMD shall be forfeited if a bidder withdraws its bid during the period of bid validity.
- d) The EMD of unsuccessful bidders will be returned to them within a month of selection of vendors.
- e) In case of a successful bidder, the EMD may be forfeited if the bidder fails to accept the Purchase Order.

5. PERIOD OF CONTRACT (AMC) :

AMC shall be for a Period of 2 **(two)** Years from the date of issuance of award of contract/ work order.

6. Performance Bank Guarantee (PBG)

The bidder shall furnish a Performance Bank Guarantee (PBG) for 10% (ten percent) of the contract price while submission of bill for payment. The PBG must be from the nationalized bank only in India.

7. Payment Term

1. AMC Charges after deducting penalty will be paid quarterly at the end of quarter. Taxes to be clearly shown in invoices raised.
2. No advance payment will be release against the service order.
3. The vendor shall submit GST Invoices for payment of quarterly maintenance charges at Umerkote Municipality.
4. Consolidated Complaint Report must be submitted for release of quarterly payment.

i. Service Level Agreement

The prime objective of the service levels is to ensure high quality of services from the selected bidder. The service levels defined below indicate the target level of services required, measurements parameter with penalties.

Note: -

- a) If the call is not resolved and the value of penalty for any supplied item reaches value of the item, a NOTICE shall be issued. If two such notices are issued during a year for any item or if tendering authority feels that Selected Bidder is not performing as per requirement, then tendering authority may terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.
- b) Maximum applicable penalty shall not exceed 10% of the total contract value. If the penalty exceeds maximum applicable penalty, Umerkote Municipality at its discretion may terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.

ii. Rejection

Before acceptance of the items if the equipment supplied by the vendor is found defective in materials or workmanship or otherwise not in conformity with the requirements of the contract, the purchaser shall have the right to either reject or to request in writing for rectification of the defects. Then the vendor shall with utmost diligence, at his own expense, make good the defects so specified or replace the defective equipment if the vendor fails to do so, the Purchaser either.

- i) May at its option to replace or rectify such defective equipment and charge to the vendor the excess cost incurred by the purchaser plus 15% (Fifteen percent) extra as administrative charges.

OR

- j) Terminate the contract for default. Further, in the event, the vendor is not able to rectify or replace the faulty equipment within reasonable time, the decision of the Umerkote Municipality, Umerkote shall be final.

iii. Delay in completion of the AMC Service

As per the service level agreement in clause-8(i) the successful bidder has to provide the AMC Services. If the work is delayed for any reason for which Umerkote Municipality is not responsible, a penalty of the cost of the purchase order as per measurement parameter will be deducted subjected to the maximum 5% of the total QGR Cost/AMC Cost.

The purchaser reserves the right to cancel the order if it is not executed within the prescribed completion time and forfeit the entire **EMD** amount. Delay in providing AMC Services as per SLA will attract penalty. The purchaser reserves the right to cancel the order in full or in part. In the event of such cancellation, the purchaser shall have the right

to **collect penalty from the performance bank guarantee**. However, for valid reasons (like any unavoidable situation at the client site) duly notified in advance and considered by the purchaser, revised delivery schedule may be accepted at the sole discretion of the purchaser.

iv. Force Majeure Condition

If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then UKTM may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the UKTM, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

v. Replacement

If the material/ equipment or any portion thereof gets damaged or lost during the service support, the vendor shall effect the replacement of such materials/ equipment within a reasonable agreed time or **1 day whichever is earlier** to avoid the penalty.

vi. Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- i) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- ii) Change any of the scheduled dates stated in this tender.
- iii) Reject proposals that fail to meet the tender requirements.
- iv) Should the Purchaser be unsuccessful in negotiating a contract if required with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- v) Make typographical correction or correct computational errors to proposals
- vi) Request bidders to clarify their proposal.

vii. Inspections

- i) The representatives of Umerkote Municipality shall have the right to make inspection during the execution of work at the site.
- ii) The authorized representatives of UKTM shall verify the items of Repair/Maintenance any time and the party shall submit the bills after such inspection.

viii. Other Instructions

- a) The bidder must organize the bid in accordance with the format specified in the tender document.
- b) The tenders not submitted in the prescribed format or incomplete after due date in any sense are liable to be rejected.

- c) UKTM reserves the right to accept or reject any bid without assigning any reason thereof and UKTM's decision in this regard will be treated as final.
- d) UKTM reserves right to cancel the Purchase Order in the event of one or more of the following situations: -
 - a. Delay in service support and replacement (if any) beyond the specified period.
 - b. Major discrepancy in hardware & other components noticed during any stage of the project
- e) UKTM reserves the right to ask for any type technical clarification and make technical presentation / proof of concept (POC) before the technical committee members failing which it may leads to CANCEL the bid.
- f) Un-signed & un-stamped bid shall not be accepted.
- g) Undertaking for subsequent submission of any of the document asked in the tender will not be entertained under any circumstances. However, UKTM reserves the right to Seek fresh set of documents or seek clarifications on the already /submitted documents.
- h) Upon verification, evaluation / assessment, if in case any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- i) No deviations from tender terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.
- j) UKTM will not be responsible for any misinterpretation or wrong assumption by the vendor.
- k) UKTM reserves the right to alter / increase / decrease the quantity of items, as the case may be, to meet the requirements at any point of time.
- l) Over-writing/over-typing or erasing of the figures are not allowed and shall render the tender invalid.

ix. Detailed Evaluation

- i) Only the bids considered to be substantially responsive shall be considered for detailed evaluation.
- ii) The evaluation of the tender will be made on the basis of least cost for the entire range of product (sum of all quoted prices inclusive of taxes). In case there is any discrepancy between unit price & total price, the unit price will prevail.
- iii) The purchaser shall evaluate each bid in detail in respect of Technical specifications; Price quoted and compares them with other bids in the above-mentioned aspects.
- iv) The purchaser reserves the right to evaluate each item either by basic configuration or by combining with one or more of the options asked. Purchaser's decision in this matter shall be final and binding.
- v) The purchaser reserves the right to negotiate specifications, prices during evaluation if found necessary.

x. Jurisdiction of High Court Of Odisha

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

xi. Right to Reject/Accept The Tender

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. After placing the purchase order, the purchaser may order to defer the delivery of the material. It may be clearly understood by the tenderer that the purchaser need not assign any reason for the above action.

xii. Final Authority

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he/she shall appeal to Executive Officer, Umerkote Municipality, Umerkote-764073 whose decision on such matters shall be final and conclusive.

8. Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavors. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed by UKTM (Nodal Authority) for such purpose and abide by the decisions thereon.

On non-settlement of the dispute, same shall be referred to the Collector-cum-District Magistrate, Nabarangpur, Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

Accepting all above terms and conditions.

Annexure: -I (To be in Company letter head)

General Information

Company Name			
Registered Office Address			
City		Pin	
State		URL	
Telephone		Cell	
Fax		E-mail	
Office Address(in Odisha)			
City		Pin	
State		URL	
Telephone		Cell	
Fax		E-mail	

Annexure: -II (To be in Company letter head)

Self-Declaration

Date : _____

Ref : _____

To,

EXECUTIVE OFFICER, UMERKOTE MUNICIPALITY

UMERKOTE, DIST-NABARANGPUR

ODISHA-764073

In response to the invitation No. **RFP No.**_____, **Dt:** / / **2025**

Ms. /Mr.

_____, as a _____, I / We hereby declare that our company_____is

having unblemished past record and was not declare ineligible for corrupt & fraudulent practices

either indefinitely or for a particular period of time.

Signature of the witness

Date: Date:

Place: Place:

Signature of the Tenderer

Annexure: -III (To be in Company letterhead)

Self-Declaration

Date : _____

Ref : _____

To,

EXECUTIVE OFFICER, UMERKOTE MUNICIPALITY

UMERKOTE, DIST-NABARANGPUR

ODISHA-764073

In response to the invitation No. **RFP No.** _____, Dt: / / 2025,
Ms. / Mr.

_____, as a _____, I / We hereby declare that our company_____ is
having unblemished past record and have not been declared blacklisted by any Central/State
Government institution and there has been no pending litigation with any government department
on account of similar services. I/We further declare that our company has not defaulted in executing
any Government order in the past.

Signature of witness

Date: Date:

Place: Place:

Signature of the Tenderer

Annexure: -IV (To be in Company Letter Head)

Representative Authorization Letter

Date : _____

Ref : _____

To,
EXECUTIVE OFFICER, UMERKOTE MUNICIPALITY
UMERKOTE, DIST-NABARANGPUR
ODISHA-764073

Ms. /Mr. _____ is hereby authorized to sign relevant documents on behalf of the company in dealing with invitation reference No. **RFP No.** _____, / , **Dt:** / / **2025**. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorized Signatory
Representative Signature

Signature attested

Annexure: -V (To be in Company letterhead)

Acceptance of terms & conditions contained in the tender documents

To

The Executive Officer
Umerkote Municipality
Dist-Nabarangpur, Odisha - 764073

Sir,

I have carefully gone through the terms & conditions contained in the tender document - _____, Dt: Dt: / / 2025, – regarding **“AMC of IP Based CCTV Surveillance System at Umerkote Town, Umerkote”**.

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness

Date: Date:

Place: Place:

Signature of the Bidder

Annexure: -VI**List of Enclosures**

Sl. No.	Enclosure description	Enclosed (Yes / No)	Annexure / Attachment / Page No. of the enclosure
1	Annexure-I General Information		
2	Copy of Registration Certificate of the firm		
3	Organization Profile		
4	Documentary proof of an authorized partner of Manufactures of items quoted.		
5	Declaration of ineligibility for corrupt and fraudulent practice (Annexure-II)		
6	Self-Declaration that the bidder hasn't been black listed by any Govt./PSU (Annexure-III)		
7	Representative Authorization Letter (Annexure-IV)		
8	Acceptance of terms and Condition (Annexure-V)		
9	Up-to-date IT Return and VAT Clearance Certificate ending 31 st March 2024		
10	Copy of PAN no allotted by Income Tax Department		
11	Copy of GST Registration Certificate		
12	Tender Paper Cost & EMD amount in details (DD) with General Bid		
13	Technical bid duly signed		
14	Technical specification with printed technical brochure duly signed		
15	Financial bid duly signed		
16	Experience / Work completion certificates from the client.		
17	ISO 9001:2018 & ISO 20001:2018 certification		

SECTION-IV
TECNICAL BID

4. Technical Bid: - Two-part bid system shall be adopted, i.e., Techno-Commercial Bid and Financial Bid.

4.1 Technical Bid will be opened for only those bidders who qualify satisfactorily based on "Pre-qualification Criteria" stated above.

4.2. Intending firms may also furnish additional information (with supporting accredited certificates/documents from respective authority or organization) which they deem essential to establish their expertise and capabilities.

4.3 Intending firms should have to submit a list containing staff pattern including the technicians. The firm should have to make it clear regarding the number of allotted technicians in the zone in which this office belongs and at the same time data relating to the number of CCTV Surveillance System they are responsible to render services should be furnished.

4.4 Intending bidders should have to submit certificates issued from various client offices stating therein the concerned firm's performance so that this office may get a notion regarding the standard of their rendered services against the respective CCTV Surveillance System.

4.5 Since the type of AMC is comprehensive, if any defected accessory is required to be changed, that should be replaced by the same brand or equivalent/higher quality as available in the market and the actual cost of such replacement of accessory whenever required will be borne by service provider. If any accessory of CCTV Surveillance System is required to be taken out from this office, with due approval, for repair/replacement.

4.6 If the firm happens to be having no dealership with the aforesaid brands, an undertaking regarding authenticity of the spare parts to be supplied is needed to be provided.

4.7 The bidder(s) qualified for Technical Bid will have to appear before the committee of this office and if required, demonstration will also have to be presented. Subject to satisfactory performance before the committee along with other criteria, the bidder(s) will be qualified for the Financial Bid.

4.8 All supporting documents, certificates, papers etc. as stated above for technical bid are required to be submitted in a sealed envelope with superscription "Technical Bid for Annual Maintenance Contract (AMC) of IP Based CCTV Surveillance System of Umerkote Town".

4.9 Bid shall remain valid for 180 days after the date of bid opening. The bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

4.10 **LATE BIDS:** - Bidders are advised in their own interest to ensure that bids may be uploaded/submitted before the closing date and time. Any bid received after deadline for bid submission, will be rejected and will not be considered.

4.11 **ONE BID PER BIDDER** Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the proposals with the bidder's participation to be disqualified.

4.12 **MODIFICATION AND WITHDRAWAL OF BIDS** Bid withdrawal/modification shall not be allowed after end date and time of bid submission. ii. Withdrawal of a bid between the deadline for submission of bids and the expiration of the period of bid validity specified in the tender or as extended, may result in the forfeiture of the bid security. No bid may be modified after the deadline for submission of bids.

4.13 **CLARIFICATION OF BIDS** To assist evaluation and comparison of the bids, the Purchaser may at its discretion ask the bidder for clarification of the bid. The clarification and response from bidder shall be in writing.

4.14 UKTM reserves the right to accept or reject any or all the tenders without assigning any reason.

SECTION-V
FINANCIAL BID

5. Financial Bid: -

5.1 The Financial bids will be opened in case of only those bidders who will be qualified in the "Technical Bid" by this office.

5.2 Quoted rate (including GST to be shown separately) for rendering comprehensive maintenance services against CCTV Surveillance System of this office must have the validity period for one-year w.e.f. selection of the bidder.

5.3 "Financial Bid" should be submitted in a separate BOQ format in sealed quotation available in <https://nabarangpur.odisha.gov.in/> by authorized person on behalf of each firm.

6. Other Terms and Conditions: -

6.1 Security Deposit: - Successful bidder will require to deposit 10% of their quoted rate for this comprehensive AMC as "Security Deposit" in the form of Demand Draft in favour of Executive Officer, Umerkote Municipality, Umerkote within 7 (seven) days from the date of appointing as selected firm for rendering Comprehensive maintenance services against the CCTV Surveillance System of this office. Earlier deposited amount of Rs.35,000/- (Rupees twenty thousand) only as EMD may be adjusted for this purpose. The total "Security Deposit" of 10% of their quoted rate for this comprehensive AMC will be refunded after expiry of sixty days on completion of three years comprehensive maintenance services satisfactorily by the concerned firm.

6.2 The vendor should inspect the CCTV system/machines on any working day between 11.00 am and 4.00 pm before submitting the quotation and no request thereafter regarding the status of the system will be entertained.

6.3 Visit for prevention/checking/correction of the CCTV Surveillance System of this office by the selected bidder as a remedial measure must be conducted at least twice a month and a certificate against each such visit regarding the status of the system mentioning the period of CCTV footage retention will have to be produced to this office.

6.4 All breakdown calls will have to be attended within 1 hour and any unjustified delay in this regard will attract a penalty as per the contract value against each day.

6.5 Payment will be made in quarterly basis following applicable rules, SLA & submission of supporting documents like Preventive maintenance report, complaint report, and attendance report of resident engineers in quarterly basis after rendering satisfactory service.

6.6 No subletting of the contract will be allowed.

6.7 This office 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. This office also reserves the right to discontinue the work at any stage without assigning any reason. The decision of the Executive Officer, Umerkote Municipality, (UKTM) will be binding on this issue.

6.8. "Technical Bid" & "Financial Bid" respectively should be submitted in through Speed Post/Registered Post/Courier in favour of "Executive Officer, Umerkote Municipality" only. Tender documents should be reached Umerkote Municipality within scheduled Date & time mentioned in tender document. Technical Bid will open against each participant firms will be opened on Dt.19/03/2025 3.00 PM at Municipal office while Financial Bid (only for qualified General bidders) will be intimated later.

**Price Bid for AMC of CCTV Surveillance System at Umerkote
Town (To be in Company letter head) (BoQ)**

Sl. No	Particulars	Make & Model Name	Quantity	Unit Price Including Tax	Total Cost (INR)
1	4Mp V/F Bullet Camera as per the specification with micro storage 256GB(can store footage in case of network failure) and inbuilt analytics like face Recognitions - Refer Technical Spec		42		
2	Storage/Recorder Server, hard discs, software with Red 10 and above with redundancy N+M. In case failure auto changeover is must. 30 days Storage to be calculated as per the technical requirements. Refer Technical Spec		5		
3	2Mp ANPR/Enforcement Camera with necessary software and analytics as per technical specs		7		
4	4 port 10/100/1000 L2 Manageable POE Switch with 48v 7ADin-rail industrial grade Power supply		42		
5	IP 66 JB with cooling arrangement and Temperature Controller- as per technical specification		40		
6	24U Rack Fully Loaded		1		
7	L2 Manageable OLT Question		1		
8	24 Port L3 Fully manageable switch		1		
9	16 Port LIU		1		
10	Armour OFC cable with Laying & all accessories as per technical specs and site requirements		22,000		
11	Cat6 Face plate keystone back box set per the tender technical specifications		30		
12	CAT-6 UTP/STP (As per project technical requirements)		2200		
13	2 sq.mm 3core Power Cable as per the system requirements.		2,500		
14	SPD (Surge Protector Device)		40		
15	1 KVA Online UPS Battery Backup one Hour as per the tender specifications		40		
16	6 KVA Online UPS with battery Backup as per the tender specifications		1		
17	Display For Control Room 65" as per the tender specifications		4		

Draft Service Level AGREEMENT

An agreement made this _____ (enter date of Agreement) between _____ (enter your firm's name & Address _____) (Here in after called "Bidder", which expression shall, where the context so admits, be deemed to include his heirs, successors, executors and administrators of the one part and the {TENDERING AUTHORITY} which expression shall, where the context so admits, be deemed to include his successors in office and assigns of the other part.

Whereas the Bidder has agreed with the {tendering authority} for AMC of IP Based CCTV Surveillance System, as mentioned in the "Scope of Work" of RFP No. _____, to the {tendering authority name and address}, all those articles set forth in Our Work Order No. _____ Dated _____ appended hereto in the manner set forth in the conditions of the bidding document and contract appended herewith and at the rates set forth in the said order.

And whereas the approved Service Provider has deposited a sum of Rs. _____ in the form of Bank Draft No. / Banker Cheque/ Bank Guarantee No. _____ dated _____ valid up to _____ as security for the due performance of the aforesaid Agreement, which has been formally transferred to {tendering authority name and address}. Now these Presents witness: -

1. In consideration of the payment to be made by the {tendering authority} through cheque/ DD at the rates set forth in the Work Order hereto appended the Bidder, will duly execute the said articles set forth in Our Work Order No. _____ dated ____/____/2025, thereof in the manner set forth in the Tender Call Notice, Instructions to Bidders, Terms of Reference, General and Scope of work of the Tender, Technical Bid and Financial Bid along with their enclosures.
2. Tender Call Notice, Instructions to Bidders, Terms of Reference, General and Scope of work of the Tender, Technical Bid and Financial Bid along with their enclosures enclosed with the Tender Notice No. _____ dated ____/____/2025 and also appended to this agreement will be deemed to be taken as part of this agreement and are binding on the parties executing this agreement.
3. Letter Nos. _____ dated _____ received from {bidder name} and letter Nos. _____ Dated _____ issued by the {tendering authority} and appended to this agreement shall also form part of this agreement.
4. The {tendering authority} do hereby agree that if the approved Service Provider shall duly execute the said articles in the manner aforesaid observe and keep the said terms and conditions, the {tendering authority} will through Cheque/DD pay or cause to be paid to the approved supplier at the time and the manner set forth in the said conditions, the amount payable for each and every consignment.

SLA Objectives: - Bidder shall provide services as per SLA matrix, which defines maximum acceptable response as well as rectification time for resolving the problem.

5. The {tendering authority} do hereby agree that if the approved Service Provider shall duly execute the said articles in the manner aforesaid observe and keep the said terms and conditions, the {tendering authority} will through Cheque/DD pay or cause to be paid to the approved supplier at the time and the manner set forth in the said conditions, the amount payable for each and every consignment.

SLA Objectives: - Bidder shall provide services as per SLA matrix, which defines maximum

acceptable response as well as rectification time for resolving the problem.

SLA Duration

- i. Timing : 24 X 7
- ii. Prime Business Hours : 09:00 AM to 09:00 PM (Monday to Saturday)
- iii. Extended Business Hours : 09:00 PM to 09:00 AM (Monday to Saturday, Sunday and all State Government Holidays)

SLA Matrix: -

Sl. No.	Measurement Parameter	Service Level	Penalty
1	Time to resolve complaints after lodging the complaint	Within next 4 hours of lodging the complaint	No Penalty
		> 1 Hours of lodging the complaint	A penalty of Rs. 200 for every day, subject to maximum 10% of the cost of the equipment.
2	Absence of Video Recording	100% (365 x 24 hours) Excluding power cut duration	A penalty of Rs. 500/- per day per camera shall be levied in case of continuous absence of Video Recording for 24 hours, subject to maximum 10% of the cost of the equipment.
3	Availability of Helpdesk (CCTV Operator)	24*7 Shift duty will be decided mutually by bidder & UKTM.	A penalty of Rs. 500/- per day of absence shall be levied in case of absence of Helpdesk Operator for one day.

All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided by the {tendering authority} and the decision of the {tendering authority} shall be final.

In witness whereof the parties hereto have set their hands on the ___day of ___(Year).

Signature of the Approved
Supplier/ bidder

Signature for and on behalf of
tendering authority

Designation:

Designation:

Date: Date:

Witness No.1

Witness No.1

Witness No.2

Witness No.2