

**TENDER DOCUMENTS
FOR
COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT
FOR
IP CAMERA BASED SURVEILLANCE
SYSTEM INSTALLED
AT
NATIONAL SCIENCE CENTRE,
DELHI**



**NATIONAL SCIENCE CENTRE
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
BHAIRON ROAD, PRAGATI MAIDAN
NEW DELHI – 110 001**

NATIONAL SCIENCE CENTRE
(National Council of Science Museums)
Bhairon Road, Pragati Maidan
New Delhi - 110001

TENDER No. : NSCD/18011/Tender – No. 25/2024-25

Tender for Comprehensive Annual Maintenance Contract for IP Camera based Surveillance System installed at National Science Centre, Pragati Maidan, New Delhi – 110001

1. DATE FOR ISSUE OF TENDER : 21th January, 2025 (10.30 AM)
2. LAST DATE OF SUBMISSION OF TENDER : 04 February, 2025 (03.30 PM)
3. DATE OF OPENING THE TENDER : 04 February, 2025 (04.00 PM)
4. ESTIMATED COST : **₹ 1,50,000/-**

Important Note: - Original / Downloaded Tender document must be submitted with the bid. As far as possible columns given in this document should be used to provide information and each page should be signed with official seal of the agency duly affixed thereon otherwise the bid is liable to be rejected.

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Instructions for Filling up the Tender

01. The instructions, specifications and General Terms and Conditions given herein will be strictly binding on the tenderers and deviation, if any, shall make the tender liable to be considered invalid. Tenders incorporating additional conditions by the tenderers are liable to be rejected.
02. The tenderers shall fill up the enclosed “Offer Form” and submit the same along with the “General Terms and Conditions”, “Technical Specifications and “Declaration” in sealed envelope duly signed and stamped on all pages as a token of their acceptance.
03. **Incomplete offers i.e. offers received without prescribed “Offer Form” “General Terms and Conditions” and “Declaration” duly signed with official seal on all pages will be rejected straightway without any reference to the tenderer.**
04. Conditional offer shall not be accepted.
05. Tender forms can be downloaded from National Science Centre, Delhi website www.nscd.gov.in . The tenders will be received at **National Science Centre, Delhi** up to 04 February, 2025 (03.30 PM) which will be opened in presence of available tenderers at 04 February, 2025 (04.00 PM) and check the credentials and other documents with reference to bid security and fees of tender document, etc. Tenders received after the due date and time shall not be accepted and will be rejected straightway without any further reference.
06. **Overwriting** in the “Offer Form” is not permitted and shall be rejected straightway without any further reference.
07. The offer shall be valid for a minimum period of **3 months** from the date of opening of tender.

The authorities of National Science Centre, Delhi (NSCD) do not bind themselves to accept the lowest tender and reserve the right to reject or accept any or all tenders wholly or partially without assigning any reason whatsoever.

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GENERAL TERMS & CONDITIONS (GTC) FOR SUBMISSION OF TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR IP CAMERA BASED SURVEILLANCE SYSTEM INSTALLED AT NATIONAL SCIENCE CENTRE, DELHI AS PER CENTRE'S SPECIFICATIONS.

Tenders are invited from experienced and registered agencies for the work of Comprehensive Annual Maintenance Service Contract (CAMC) for IP cameras based surveillance system installed at National Science Centre, Delhi. The service includes preventive maintenance / repair / replacement of accessories included in the systems for which the contract is executed. Consumables and burnt parts will be excluded from this contract. However, parts, **if burnt owing to non-maintenance/improper maintenance of the equipment by the agency**, shall be replaced by the agency free of cost. For parts not covered under CAMC, the agency taking up the contract will repair the system and produce separate bill mentioning separate charges for the material and service and the same will be paid on case to case basis. On termination or expiry of the contract, the equipment must be left functioning and no part repaired or installed can be removed or taken away by the firm. Essential conditions of the Tender are as below:

1. Tender should be placed in sealed cover super-scribing **“Comprehensive Annual Maintenance Service Contract (CAMC) for IP camera based surveillance system installed at National Science Centre, Delhi”**.
2. The tenderers shall not be a close relative of any employee of the National Council of Science Museums. A declaration in this regard is to be submitted on the agency's letter head as per the format provided with the offer form.
3. The successful tenderer(s) shall submit the following documents within a maximum of 03 (Three) days from the date of placement of the work order.
 - i) Duplicate copy of the work order duly signed and stamped by the tenderer as a token of acceptance of the order.
 - ii) Security Deposit as detailed in Clause No. 5 of General Terms and Conditions.
 - iii) Non-judicial stamp paper (minimum ₹100/-) of appropriate value for preparing the Agreement governing the terms and conditions of the Contract.
4. **PRICE:**

The rates quoted/indicated shall include cost of all handling charges as specified in the tender document. The rates of GST and other taxes/levies to be imposed on the rate shall have to be clearly and separately mentioned if already not included in the quoted price/cost. Price and rate quoted shall be firm and fixed for the entire period of execution of the work and no escalation of rate on any ground whatsoever shall be allowed.

5. SECURITY DEPOSIT:

The successful bidder will have to deposit the prescribed Security (10 % of the approved tender value) and to be paid in the form of RTGS/NEFT/Bank Draft to the “**National Science Centre, Delhi**” payable in Delhi. The Security Deposit shall be released after **03 months** of the expiry of the AMC period of the last order under the contract, after deducting dues, if any, payable to NSCD. The Security Deposit is liable to be forfeited in case the bidder violates the terms and conditions of the agreement in any manner. In case the total value of order exceeds the assessed value of the work order, security deposit for the excess amount will also be deducted. No interest shall be paid on the security deposit retained with the Centre.

6. VALIDITY

Validity of the approved rates shall be up to **Three years** from the date of issuing the Letter of Intent and the contract may be extended beyond the first year at the discretion of the NSCD authorities and subject to satisfactory performance by the agency during the previous year of contract.

If the contractor fails to comply with the terms and conditions of the agreement, NSCD may terminate the agreement upon 30 days written notice to the contractor, specifying any such breach.

The quantum of work mentioned in NIT is approximate and may be increased or decreased up to 25% of the quantity. Order for CAMC may be placed in phases or in lump sum.

7. In case, the successful tenderer refuses to accept the offer after finalization or does not comply with the Clause No. 03 of General Terms and Conditions within 03 (Three) days from the date of placement of the order as per the finalized and accepted terms & conditions, the order shall be cancelled forthwith without any further reference.
8. The authorities of National Science Centre, Delhi reserve the right to amend, alter or modify the terms & conditions or quantities mentioned above if necessary.
9. The authorities of National Science Centre, Delhi, who do not bind themselves to accept the lowest tender, reserves the right to reject or accept any or all tenders wholly or partially without assigning any reason whatsoever.
10. The successful tenderer shall not under any circumstance whatsoever transfer wholly or partially this contract/agreement to any other person(s)/firm/company or assign the contract/agreement or benefits of this contract/agreement to any other party for any reason whatsoever. Otherwise this contract/agreement will automatically stand cancelled.
11. The GST or any other statutory taxes / duties will be deducted from each bill sent by the successful tenderer / agency. The agency will have to provide its GST number. All the statutory deductions such as GST etc. at prevailing rates shall be deducted from the bill(s) of the contractor.
12. The agencies participating in the tenders & bidding may obtain on specific request, details about the outcome of the Tender and other related details, if any.

13. Tenders which do not fulfill all or any of these conditions or are incomplete in any respect, are liable to summary rejection without assigning any reason.
14. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the parties who resort to canvassing will be liable to rejection on that ground.
15. Before quoting the AMC charges the agency must assess the quantum of work involved after going through the work and physical inspection of the equipment / site.
16. The tenderer shall fill up the enclosed 'Offer Form' and submit the same along with the "General Terms and Conditions" in sealed envelope duly signed and stamped on all pages as a token of their acceptance.
17. While submitting tenders the agencies must note that there will be no revision / increase in the tendered rate on any ground whatsoever during the entire tenure of the contract. Therefore, they should include all eventual increases in statutory liabilities while quoting their offers.
18. During the period of contract, the Agency shall provide proper and adequate service and perform their duties diligently, honestly and to the entire satisfaction of the Centre. The Agency shall consistently keep in touch with the Centre for effective performance of the contract and abide by all instructions and directives issued by the Centre in this regard.
19. The Annual Maintenance Service Contract should be comprehensive type. The service includes preventive maintenance/repair/replacement of accessories included in the systems for which the contract is executed. For parts not covered under AMC, the agency taking up the contract will repair the system and produce bill mentioning separate charges for the material and service and the same will be paid on case to case basis.
20. The contractor shall be responsible for keeping the CCTV surveillance System fully operative by repairing/replacing faulty parts.
21. During the contract period, the CCTV surveillance system can be shifted to any location/application within the NSCD premises. It will be the contractor's responsibility to relocate.
22. Transportation of CCTV surveillance system from NSCD site to repair Centre and vice versa shall be sole responsibility of contractor.
23. The agency shall provide regular preventive maintenance service as per Scope of work of the Tender on at least every quarterly and will attend breakdown calls immediately. Failure to attend a call within 3 hours of receipt of complaint and to set right the fault within 24 hours will be treated as default of the contract.
24. If any VVIP attends a Meeting /Workshop/Seminar of the Centre, the agency will ensure that their representative is present during the event in order to maintain the serviceability of the CCTV Surveillance System. No additional charges will be paid for the above service.
25. If any CCTV Camera or equipment needs to be taken to the workshop for repairing, the agency will provide the substitute of the same before taking out to the workshop.

26. SERVICE CENTRE

The registered office/branch office/service centre of the agency should be located in Delhi/NCR having regular Telephone/Mobile and other mode of communication like Fax/email etc., so that compliant/call can be attended within 03 hours. (A Copy of registered office/branch office should be attached as a proof).

27. PAYMENT

No advance payment shall be made. Quarterly payment of the CAMC value shall be made at the end of the each quarter on presentation of bill duly verified to the effect that the equipment's have been maintained and there has been no interruption of service. Preventive maintenance certificate should be enclosed with the bill. The vender has to separately show the tax component in the Tax Invoice.

The contractor shall comply with the provision of the State/Central government rules and regulations under Minimum Wages Act 1948, Contract Labour (Regulations and abolition) Act 1970, Employees Liability Act 1938, Workman's Compensation Act 1923, Industrial Disputes Act-1947 or any modifications thereof or any other laws relating thereto and rules made thereunder from time to time.

28. The Centre shall pay to the Agency nothing more than the amount as may be due under the contract terms.
29. For reasons other than mentioned in the clause above, the contract can be terminated by either party by providing clear One month notice in writing.
30. The agency shall take care of all statutory obligations as required under the Contract Labour Act.

31. PENALTY CLAUSE

Delay will be calculated from the date and time of making over the fault to the contractor. In case of delay in rectification of the fault beyond 48 hours, a penalty of ₹100/- per day per fault on Camera/NVR and other equipment will be levied.

In case of delay in rectification of the fault beyond 7 days, the penalty of ₹200/- per day per fault on Camera/NVR and other equipment's will be levied. In such an event, NSCD may get the faults rectified by third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty. In case contractor fails to pay the penalty and/or cost of the repairs (by third party) it shall be deducted from the security deposit/bill. The total penalty during the period of AMC, in each order, under this contract, shall not be more than 10% of the concerned order value. More than one half of a day shall be treated as a day.

32. ARBITRATION

All disputes and differences between the successful tenderer and the Centre of any kind except quality of workmanship and materials whatever arising out of or in connection with the order on the carrying out the work (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the terms and conditions of the order) shall be referred to the sole arbitration of a person nominated by the Director General, National Council of Science Museums, Kolkata, whose decision in this regard will be final and binding on both the successful tenderer and the Centre. The provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or reenactment thereof and of the rules made hereunder for the time being in force shall apply to arbitrations proceedings under this Council.

33. FORCE MAJEURE

Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after signing of the present contract. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

Date:

Signature of the Contractor
With Seal

NATIONAL SCIENCE CENTRE
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DECLARATION-I

We do hereby accept the “General Terms & Conditions” as provided by the National Science Centre along with the Tender documents for “**Comprehensive Annual Maintenance Contract (CAMC) for IP Camera based surveillance Systems installed at National Science Centre, Delhi**” and also undertake to execute the said work at National Science Centre, Delhi strictly as per the technical specifications of National Science Centre as provided along with the tender documents, in the event of placement of any order on us. The Centre shall be at liberty to cancel the order in full or in part the event of failure of any of the above declaration made by us.

Signature of the Bidder / Constituted Attorney

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DECLARATION-II

This is to certify that I/We have no close relative as an employee of the National Council of Science Museums (close relatives means: Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with us as proprietor/partner/share holder/ director and like.

Signature of the tenderer

Address:

Official seal with date

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BID SECURING DECLARATION FORM

Date.....

Tender No.

To,
The Director,
National Science Centre
(National Council of Science Museums)
Bhairon Road, Pragati Maidan,
New Delhi - 110 001.

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

- a) **Have withdrawn/modified/amended, impairs or derogates from the tender, may/our Bid during the period of bid validity specified in the form of Bid; or**
- b) **Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the instructions to Bidders.**

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed:

(Signature of person whose name and capacity are shown)

In the capacity of (legal capacity of person signing the bid securing declaration)

Name:

(Complete name of person signing the bid securing declaration)

Duly authorized to sign the bid for an on behalf of (complete name of bidder)_____ dated on..... day of (Insert date of signing).

Official seal with Date

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OFFER – FORM

I/we have read, understood and accepted all the General Terms and Conditions for Comprehensive Annual Maintenance Contract for IP Camera based surveillance System installed at National Science Centre as per the technical specification given by National Science Centre, Delhi.

I/ We hereby offer my/ our rates for the said tender: -

1. Name of the Tenderer :
2. Address (in case of Firm/Company, registered Officer address including jurisdiction of the Police station should be given) :
3. Telephone Nos.
 - a) Office :
 - b) Workshop :
 - c) Mobile :
4. Name of the Bankers and their addresses :

Comprehensive Annual Maintenance Contract for IP Camera based surveillance System installed at National Science Centre, Delhi.

Sl. No.	Description	Qty.	Offered Amount (In Rupees)
1.	Comprehensive Annual Maintenance Contract for IP Camera based Surveillance System installed at National Science Centre, Delhi (See Annexure-E and the full details)	1 Job	
	GST as applicable extra		
	Total		
	Rupees in words:		

5. Any other duties/Taxes/Charges etc. :

The above rates quoted by me / us for Comprehensive Annual Maintenance Contract for I P Camera based surveillance System installed at National Science Centre as per the technical specification & Scope of work provided by National Science Centre, Delhi. Deviation, if any, will make the tender/offer liable to be considered invalid.

Date

Office Seal

Signature of the Tenderer

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TECHNICAL SPECIFICATIONS

S. No.	Equipment's Name	Make/Model	Quantity
01.	IP Camera (Dom & Bullet)	CP Plus & Zicom	131 Nos.
02.	PoE Switch (08 Port)	Dlink/TPLink/CP Plus	17 Nos.
03.	PoE Switch (16 Port)	Dlink	04 Nos.
04.	PoE Switch (24 Port)	Dlink	01 No.
05.	NVR (16 Port)	Zicom/Dlink/CP Plus	05 Nos.
06.	NVR (32 Port)	Zicom/CP Plus	02 Nos.
07.	Eathernet (08 Port)	Dlink	01 No.
08.	Display (32" Inch)	Model: 32LK335C, Make: LG-(03 Nos.) Model: FHD1080P, Make: Samsung-(02 Nos.) Model: DB32E, Make: Samsung-(02 Nos.)	07 Nos.

SCOPE OF WORK

Scope of Work for Comprehensive Maintenance of IP IR Camera Based Surveillance System installed at the premises of National Science Centre, Delhi.

- a) **Period of Contract:** Validity of the approved rates shall be up to **Three (3) years** from the date of issuing the Letter of Intent and the contract may be extended beyond the first year at the discretion of the authorities of National Science Centre and subject to satisfactory performance by the agency during the previous year of contract.
- b) **Maintenance of parts:** Maintenance of the Surveillance System includes Camera Visibility Test, NVR Recording Test, NVR Settings Verification, and Disk Error Check.
- c) Relocation of camera, if required for better view or alteration in the existing plans including additional wire & conduit pipe (if any) with accessories if necessary.
- d) **Quality of Spares:** The equipment parts replaced must be new and equivalent in performance of existing parts. The agency has to ensure that the equipment/spares provided by it shall be **compatible with Cameras, Analytical Encoders, NVR & Video management Software with Analytical features which are already installed at the site.** No additional expenses will be paid by this Centre for any consumables including, wires, conduit pipe etc. which might be required to be changed during the contract period.

- e) **Additional Charges:** The CAMC cost includes the travelling cost for rendering service throughout the quarterly period for one or all locations & for one or all systems. Shifting of equipment is not covered in CAMC only minor shifting of equipment with the permission of the Centre is allowed.
- f) **Working Hours:** The maintenance work shall normally be done during working hours of the customer. However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the servicing agencies.
- g) **Mandatory Visit:** One Mandatory visit per week & servicing of the equipment per month and on need basis. In addition to above, the Agency has to attend to the complaints, if any, within a day. Party need to maintain a **JOB CARD** towards the Servicing / Maintenance of the equipment and get it signed by office authorities (H.O.D /T.O.) after rectification of complaint/ Job. **The copy of the JOB CARD must be attached along with the Quarterly bill for the necessary payment.**
- h) **Final Authority:** The final authority for payments will be Head of the Organization offering the CAMC.
- i) On completion of tenure of contract/termination of contract, the agency shall hand over the system to National Science Centre, Delhi Authorities in good working condition.

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BANK DETAILS OF NATIONAL SCIENCE CENTRE, DELHI

Name of the Account Holder	NATIONAL SCIENCE CENTRE, DELHI
Account No.	2417101004100
Bank Name	CANARA BANK
Bank Address	6, Bhagwan Das Road, New Delhi
IFSC Code	CNRB0002417
MICR Code	110015045
Type of Account	Saving Account
Branch Code	2417
GST No.	07AAAAN2541C1Z5