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GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DEPARTMENT OF SOCIAL WELFARE GLNS COMPLEX, DELHI GATE,
DELHI (CARETAKING BRANCH)

No.F.54(433)/CCTV/EC/DSW/16-17

Dated:

**NOTICE INVITING TENDER FOR PROCUREMENT, INSTALLATION AND
MAINTENANCE OF CCTV CAMERA WITH VOICE RECORDER.**

e- tender are invited under two-bid systems from reputed firms/agencies in the Department of Social Welfare, GLNS complex, Delhi Gate Delhi. The Bid documents alongwith terms an condition etc. are available on the website <https://govtprocurement.delhi.gov.in> and can be downloaded there from:

SCHEDULE OF TENDER

Tender Enquiry Number	No.F.54(433)/CCTV/EC/DSW/16-17	
Estimated Value of Tender	Rs. 6,50,000/- (Rs. Six lakh fifty thousand only)	
Date of release of tender through e-procurement solution	29.07.2016	4:00 PM
Date/time for Pre-bid meeting	02.08.2016	11.00 AM
Bid submission start date	03.08.2016	10.00 AM
Last date/time for downloading of Bid document	30.08.2016	10.00 AM
Last date/time for submission of online Bid	30.08.2016	11.00 AM
Date/Time of opening of Technical Bid/Financial bid	30.08.2016	12.00 PM

Notice Inviting Tender (NIT) for Procurement, Installation and maintenance, of CCTV cameras with Voice recorder at all public dealing desks of offices of Department of Social Welfare, GLNS Complex, Delhi Gate, Delhi – 110002, under centralized monitoring software/system.

Online Tenders are invited from authorized and reputed dealers/contractors/firms engaged in installation of security and surveillance systems for supply, installation, testing commissioning and maintenance of the CCTV cameras with Voice Recorders at the District offices under the Department of Social Welfare, GLNS Complex, Delhi Gate, Delhi 110002. at <https://govtprocurement.delhi.gov.in> under two bid system.

The Address of District offices is as under:

SI No	Name of the District Officer with address	Telephone Number
1.	District Officer, South West-C-22/23, Udyog Sadan, Qutab Institutional Area, New Delhi-110016	26528175
2	District Officer, East, Block 10, Geeta Colony, Delhi	22450147
3	District Officer, New Delhi, 1 Canning Lane, KG Marg New Delhi	23071093
4	District Officer, South-Kasturba Niketan Complex, Lajpat Nagar-New Delhi	29819812
5	District Officer, North West-I, NPS Building , Vishram Chowk, Deaf & Dumb School, Sector -4 Rohini, Delhi	27040844
6	District Officer, North West-II, NPS Building , Vishram Chowk, Deaf & Dumb School, Sector -4 Rohini, Delhi	27056278
7	District Officer, West Nirmal Chhaya Complex, Jail Road, Hari Nagar, New Delhi -64	25547952
8	District Officer, North, 20-21 Shopping complex, Gulabi Bagh, Delhi 11007	23652304
9	District Officer, Central, GLNS complex, GLNS Complex, Delhi Gate, Delhi	23318323
10	District Officer, North-East. Tahirpur Leprosy complex, Sanskar Ashram, Near GTB Hospital, Dilshad Garden, Delhi	22133765

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Technical Bid

1. Scanned copy of Valid Service Tax Registration Certificate;
2. Scanned copy of Valid Value Added Tax (VAT) registration Certificate registered with Dept. of Trade & Taxes, Govt. of NCT of Delhi;
3. Scanned copy of Income Tax Return for FY 2014-15 (Assessment year 2015-16).
4. Scanned copy of audited balance sheet indicating Average Annual Turnover of More than or equal to Rs. 10 Lakhs during the last two financial years (FY 2013-14, 2014-15).
5. Scanned Copy of similar work, in Govt or Public sector undertaking or private sector organization, costing not less than Rs. 10 Lakhs.
6. For EMD exemption, vendor may submit scan copy of NSIC/CPO certificate.

7. Earnest Money Deposit (EMD)

a) Bidders shall submit the EMD of amount Rs. 32500/- (Rs. Thirty two thousand and five hundred only) in the form of Demand Draft/FDR in favour of Director, Department of Social Welfare, GNCTD payable at Delhi and issued from any of the Nationalized/Scheduled/Commercial Bank located in Delhi/NCR valid for a period of 60 days beyond the final bid validity period. The EMD should be submitted physically in Department of Social Welfare, GNCTD.

b) EMD of all unsuccessful bidders would be refunded by Department of Social Welfare, GNCTD within a week of the finalization of tender. The EMD, for the amount mentioned above, of successful bidder would, however, be returned upon submission of Performance Bank Guarantee.

c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

e) The EMD may be forfeited if the Bidder withdraws or amends its tender or impairs or derogate from the tender in any respect within the period of tender.

f) The EMD submitted physically should be in sealed envelope. The envelope should clearly show name of the company submitting the EMD and Tender Number and reach in this office on or before 30.08.2016 upto 11.00 AM.

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Financial Bid As per annexure a) Price Bid in “.pdf” format.

- 1 The parties who wish to be present at the time of opening of bid may present themselves or their authorized representatives.

- 2 The Financial Bids of only those Service providers/ Agencies will be opened who fulfill the Technical bid qualifications/ conditions.

- 3 The Director, Social Welfare Department reserves the right to postpone / and /or extend the date of receipt / opening of quotations or to withdraw the same, without assigning any reason thereof.

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Annexure-A

TERMS AND CONDITIONS:

- 1 The work consists of supply, Installation, testing, commissioning and maintenance of CCTV camera with voice recorder system in accordance with the technical specifications, terms and conditions mentioned in tender documents.
- 2 Before quoting the rate, the prospective bidder may visit the District offices where CCTV cameras with voice recorder are to be installed as per address and telephone number of the District offices in tender document.
- 3 Department of Social Welfare, GNCTD shall hold a pre-bid meeting with prospective bidders on the date and time as mentioned in the schedule in the chamber of Chairperson/DD (FAS), Delhi Gate, Delhi. Department of Social Welfare, GNCTD shall not be responsible for ensuring that the bidders' queries have been received by them. Any request for clarifications after the indicated date and time may not be entertained by the Department of Social Welfare, GNCTD.
- 4 The specification of the equipment supplied should be equivalent or higher than the specifications mentioned in the tender document.
- 5 The cameras installed should cover at least 30 meters of clear view.
- 6 Conditional/Unsolicited tenders shall not be considered.
- 7 If required, the bidder can be called for an on-site demo to evaluate the quality of recording and video file out puts of the quoted CCTV equipment before it is approved.
- 8 The prices quoted in the Financial Bid should be inclusive of all taxes and includes equipment, installation charges, materials, labour, tools, appropriate cabling and necessary management for completion of the work. The vendor should quote the prices for providing complete solution. After placing the order, department will not pay any extra amount which is not mentioned in the financial bid.
- 9 Any loss or damage or theft will be borne by the vendor until installment of CCTV cameras.
10. Successful bidder should deposit, 10% of the total cost of contract as performance guarantee in the form of FDR/Bank Guarantee in favour of Director, Department of Social Welfare, GNCTD payable at Delhi and issued from any of the Nationalized/Scheduled/ Commercial Bank located in Delhi/NCR. The performance guarantee should be valid for a period of 60 days beyond the date of completion of all contractual obligations.
11. The successful bidder shall enter into a contract, with Department of Social Welfare, incorporating all clauses of the tender document.
12. The bid validity period shall be 60 days.

13. The L1 shall be decided as per the Grand Total in the Financial Bid.

14. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Department of Social Welfare, GNCTD on the basis of this tender document.

15. The Bidder has to submit its bid only through e-Procurement platform of GNCTD. No other mode shall be entertained. Only EMD should be submitted physically in Department of Social Welfare, GNCTD. Bids must be submitted on-line through e-portal <https://govtprocurement.delhi.gov.in> on or before the stipulated time mentioned in the tender document. Department does not take any responsibility for the delay caused due to non-availability of internet connection or network traffic jam for on-line bids. No bid will be accepted after the said date & time for submission of the bid. Instructions to Bidders for Registration on e-Procurement Platform

1) In order to participate in e-Procurement platform the vendor should register (if not already registered) on e-Procurement platform of GNCTD after paying the registration fee, at Vikas Bhawan-II, Near Metcalf House, Delhi.

16. Bidders are advised to study all instructions, forms, terms, requirements and other information in the tender document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications

17. The successful vendor should complete the work within 30 days from the receipt of order.

18. After successful installation and testing, vendor has to impart the training without any cost to the officers/officials of the department to operate the equipment.

19. The corrigendum/addendum/clarification (if any) will be posted on e-Procurement website. Any such corrigendum shall be deemed to be incorporated into this tender document.

20. This document does not constitute an offer by Department of Social Welfare, GNCTD. The bidder's participation in this process may result Department of Social Welfare, GNCTD selecting the bidder to engage towards execution of the contract.

21. The entire CCTV system supplied & installed should be under on-site warranty for one year as specified against all types of defects from the date of handing over of the product to the department. Any defects found in the product/sub-product within the warranty period shall be rectified / replaced by the Vendor free of cost. During this period of warranty, servicing at quarterly interval or earlier without any additional cost besides attending to call back services in case of break down shall be carried out free-of-cost. This includes replacement of all parts and spare parts and any number of break down call.

22. After lapse of warranty of one year, CCTV camera with voice recorder will be on two year maintenance and the bidders should quote the rate in Price bid. Maintenance charges

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will be paid to the successful bidder on quarterly basis.

23. Please note that department will apply penalty as below in case of discrepancy in services under warranty period:

- On receiving complaint about equipment/ services, the Vendor will promptly respond and repair/ replace or provide required services within 72 hours, failing which, penalty shall be levied @ Rs. 500/-per day.

24. The Vendor should submit the bill alongwith installation and commissioning report after completion of work to the Deputy Director (CTB), DSW, Delhi Gate, Delhi . Advance payment is not permissible. However, the payment shall be made within a month from the date of successful installation/commissioning report.

25. The Director Social Welfare Department, Delhi Gate, Delhi reserves the right to reject any or all tenders at any time without assigning any reason.

26. The Director Social Welfare Department, Delhi Gate, Delhi taking note of overall facts and circumstances can change, add and relax any of the terms and conditions of this tender notice.

27. In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration by a sole arbitrator to be appointed by Director (SW). The decision of Arbitration to the agreement in this regard shall be final and binding upon both the parties. The parties shall continue to perform their obligations under the agreement during arbitration proceedings, except where the agreement has been terminated.

28. The entire dispute shall be subject to the Delhi jurisdiction.

29. The rate quoted should be inclusive of all taxes.

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Notice Inviting Tender (NIT) for Procurement, Installation and maintenance, of CCTV cameras with voice recorders in District offices under the jurisdiction of Deptt of Social Welfare, Delhi Gate, Delhi, New Delhi-110002.

: Details of equipments/components etc. :

Items with specifications for installation of IP CCTV Cameras with Voice Recording Facility

S.No	Item	Specification	Qty
1	IP CCTV Cameras	High Resolution IP CCTV Cameras Dome 3 Megapixel with Robust Voice Recorder (3D Digital Noise Reduction), 6MM Lense, True Day/Night Auto Switch, IP66 Ingress Protection, IR LEDs upto 30m, POE enabled.	30 (Three for each District Office)
2	Network Video Recorder (NVR)	Network IP-Camera supported 8 channel IP Camera input, JPEG picture capture and playback, Digital Zoom on live view and playback, Centralized Monitoring Software support.	10 (one for each District Office)
3	PoE 10/100 MBPS switch for 4 port (for PoE enableity)	PoE 10/100 MBPS, 4 port switch	10 (one for each District Office)
4	Hard Disk	4TB SATA HDD (Audio-Video)	10 (one for each District Office)
5	Networking Cables	CAT 6	As per requirement
6.	Connectors and accessories	Standard	As per requirement

All Devices/components are to be integrated, installed and commissioned successfully for recording good quality video and audio. For each District Office, three (03) IP CCTV cameras with voice recorder (monitoring the public dealing places) shall be connected to the NVR and the NVR shall be connected to the Hard Disk. Recording shall be saved automatically in the Hard Disk. Centralized Monitoring Software shall have instant remote access to the audio/video. The Monitoring Software is to be provided to the Department so that recording can be accessed from anywhere anytime logging in through a user ID and Password. The successful bidder shall provide training to install this software on a computer/mobile to unplug it and to need its recording. The software should be compatible with the different operating systems such as android, iOS etc of the mobile phones.

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Notice Inviting Tender (NIT) for Procurement, Installation and maintenance of CCTVs cameras with voice recorders in District offices under the jurisdiction of Deptt of Social Welfare, Delhi Gate, Delhi, New Delhi-110002.

Annexure-B

: FORMAT FOR FINANCIAL BID:

Sl. No.	Item Description	Quantity	UNIT RATE/Per item rate (INR)	TOTAL AMOUNT
1	IP CCTV Cameras	30		
2	Network Video Recorder (NVR)	10		
3	PoE 10/100 MBPS switch for 4 port (for PoE enability)	10		
4	Hard Disk	10		
5	Installation Charges including networking cable and connectors / accessories. (for all sites)			
6.	Maintenance charges for 2 nd year			
7.	Maintenance charges for 3 rd year			
Grand Total (Rate quoted should be inclusive of all taxes/ charges)				