

## Notice Inviting Tender



Management Development Institute Gurgaon

Ref. No.: MDI/CC/24-25/CCTV-AMC/04

Date: 05.07.24

**Sub: Invitation of Sealed Quotation for COMPREHENSIVE AMC OF CCTV SURVEILLANCE SYSTEM with NAS storage and related accessories for MDI-Gurgaon Campus**

### Tender Schedule

<b>Bid System</b>	Two Bid System Financial Bid to be submitted in separate sealed envelope. Rest of the documents to be submitted in separate sealed envelope as Technical Bid
<b>Last Date of Bid Submission</b>	18.07.24 3:00 PM
<b>Bid should be addressed to</b>	Senior Systems Analyst Computer Centre MANAGEMENT DEVELOPMENT INSTITUTE Mehrauli Road, Sukhrali Gurgaon - 122 007, Haryana (INDIA)

The Complete Tender details and any updates on the Tender will be available on the MDI Website at the link: <https://mdi.ac.in/infrastructure/tenders.html>

**For any clarifications, write to Email- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in)**

The notice inviting bid along with instructions to bidders, Scope of Work, eligibility criteria, system of award of contract, etc. form part of the bid document containing 19 pages in all.

Sd/- For MDI-Gurgaon  
(Senior Systems Analyst)

**Checklist and Index of the Technical Bid Document in the Order indicated Below**

<b>S. No.</b>	<b>Document to be Attached</b>	<b>Whether submitted</b>
1.	Tender Document signed and stamped on each page	Yes <input type="checkbox"/> / No <input type="checkbox"/>
2.	Filled in and signed Financial Bid on company's letter head	Yes <input type="checkbox"/> / No <input type="checkbox"/>
3.	Profile of the Company	Yes <input type="checkbox"/> / No <input type="checkbox"/>
4.	CA Certificate regarding Company's Turnover for last three years 2020-21, 2021-22, 2022-23	Yes <input type="checkbox"/> / No <input type="checkbox"/>
5.	Confirmation of Scope of work defined in Annexure-2	Yes <input type="checkbox"/> / No <input type="checkbox"/>
6.	Declaration on Company Letter Head (as per Annexure-1 format)	Yes <input type="checkbox"/> / No <input type="checkbox"/>
7.	PAN, TAN, GST along with the copy of registration	Yes <input type="checkbox"/> / No <input type="checkbox"/>

Part - 1

***Sealed Quotations are invited for COMPREHENSIVE AMC OF CCTV SURVEILLANCE SYSTEM with NAS storage and related accessories for MDI-Gurgaon Campus as per the following terms and conditions:***

1. The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the bid process.
2. All documentation is required to be in English. Corrections/overwriting, if unavoidable, should be signed separately. Tender papers must be signed on all the pages by the tenderer.
3. **The Institute reserves the right to accept or reject any bid or to select the item or to reject the bidding process or any bid wholly or partly without assigning any reason.**
4. Incomplete bids or receiving the bid after closing date and time are liable to be ignored and rejected.
5. The Institute will not be responsible for non-receipt of tender quotations within the specified date and time due to any reason including postal delay or holidays.
6. **Please ensure that Tender document must be signed and stamped on all pages as a token of acceptance of all the terms and conditions.**
7. No quotations would be accepted by E-mail and only hard copies will be accepted.
8. The tender documents are non-transferable and should be submitted in the exclusive name of the party to whom we will actually provide the Purchase order.
9. **Sub-contract is not allowed.**
10. The bid should be submitted on company letter head and should be submitted duly signed by the authorized person.
11. Tender once submitted shall not be returned to the tenderer in future.
12. The Institute reserves the right not to disclose names and rates of successful tenderers.
13. The financial bid shall be valid for at least 90 Days. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
14. For any other query relating to the tender, the bidders may write to- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in) .
15. **MDI may, at its discretion, extend the date for submission and/or opening of the bid.**
16. Bid received after the closing date/time will not be considered. The bid shall be submitted in a sealed envelope duly marked as "Tender for COMPREHENSIVE AMC OF CCTV SURVEILLANCE SYSTEM with NAS storage and related accessories for MDI-Gurgaon Campus".
17. Only those vendors should quote who can satisfy the scope of work, specifications and other requirements of MDI as stated in Annexure-2.
18. The AMC services should commence from 16.08.24.
19. **Termination of contract-**
  - If performance of the vendor is not satisfactory as per SLA (Part of scope at Annexure-2) then same will be informed in writing by MDI as warning letter and if in spite of issue of warning letter the work is not satisfactory and as per expectation of MDI within a fortnight then second warning letter will be issued.

- If after issue of second warning letter also performance doesn't satisfy MDI expectation, then Institute reserves the right to terminate the work order by giving one-month notice in writing without assigning any further reason whatsoever.
- After the contract comes null and void the amount deemed payable to the vendor (if any) will sine die without any further payment. No further claim from the vendor will be entertained.
- After the contract comes to an end the vendor will withdraw their service/equipment from MDI-G premise within a month.
- Decision of competent authority of MDI regarding determining the performance will be final and binding on the vendor.

**20. Format of Price Schedule and related terms:**

- a. **Price must be quoted in Indian Rupees.** Prices should be quoted as per the enclosed format both in figures and words. **The rates offered should be inclusive of all proposed work and comprehensive in nature.**
- b. The charges quoted shall be kept firm throughout the pendency of contract of this work and no price escalation shall be entertained.
- c. **Any additional service required for successful completion of this work and not quoted in the financial bid by the tenderer then same shall have to be provided by contractor at no extra cost if the work is awarded to the tenderer.**

**21. Payment Terms:**

- a. 100% quarterly payment shall be released within 30 days on satisfactory receipt of the service(s) and submission of quarterly reports.
- b. Advance payment will not be made under any circumstances.

**22. Place of Maintenance:**

Place of maintenance shall be Management Development Institute Mehrauli Road, Sukhrali, Gurugram - 122007, INDIA. No additional freight or any other charges would be payable towards transportation etc.

23. Tenderers should note that the work is to be executed under the existing site conditions while quoting their rates, terms and conditions. The tenderers may visit the site to get fully acquainted with the site conditions. No compensation/claims in regard to site conditions /constraints /rules and regulations etc. shall be entertained.
24. The tender should ensure that all rules, regulations and order of Government of India and Government of Haryana are complied with for all works related to AMC including the manpower deployed at the MDI Gurgaon Campus for AMC works

**25. Bid Rejection Criteria:**

- a. Non-Submission of MAF from all the OEMs (BOSCH) of the hardware/ appliances/ software installed in MDI Gurgaon campus.
- b. Bids without Profile and declaration on company's letterhead would be rejected.
- c. Bidder not having turnover of Rs. 05 Crore during each year in last three financial years. The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years. Bidders required to submit CA Certificate or any other relevant certificate indicating the turnover for the last 3 consecutive Financial Years (FY 2020-21, 2021-22, 2022-23)
- d. Declaration On Non-Judicial Stamp Paper of Rs. 10/- as per format given in

Annexure-1

- e. Not submitting copy of GST & PAN registration certificate.
- f. If financial bid is submitted along with technical bid and not submitted separately in sealed envelope.
- g. The bidder should have an office/response centre in Delhi NCR manned with their own qualified support staff/Engineer with their Customer Care Number. Details & proof of Service facilities for Technical Support on Services be attached.
- h. The bidder should have adequate facilities, manpower and staff for installation, testing, commissioning and for providing after AMC service. An undertaking from the OEMs is required in this regard stating that they would facilitate the bidder on a regular basis with technology/product updates and extend support for the AMC. The bidder will provide backend support commitment letter from the respective OEMs specific to this tender for the AMC period as well as the support plan for the additional two years period.
- i. The bidder should quote for all the line items mentioned in the financial bid, failing which, their bid will be rejected.
- j. Not having minimum qualification criteria mentioned in clause-32.

**26. Any dispute/ difference arising out or relating to this Tender:**

Matters regarding any dispute shall be referred for arbitration to any officer appointed by the Director/Acting Director of Management Development Institute Gurgaon, whose decision shall be binding and final. Even after arbitration if any questions, disputes and/or differences arises under and out of, or in connection with the work, if concluded, shall be referred to the High Court of Haryana or any other court in the district of Gurugram (Haryana).

27. This tender document is not an offer and is issued with no commitment. MDI reserves the right to withdraw this notice inviting tender and or vary any part thereof at any stage. MDI further reserves the right to disqualify any bidder, should it be so necessary at any stage. Institute reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof and shall not be bound to accept the lowest tender. Institute reserves the right for distributing the work among several vendors.

**28. Any dispute/ difference arising out or relating to this Tender:**

Matters regarding any dispute shall be referred for arbitration to any officer appointed by the Director of Management Development Institute Gurgaon, whose decision shall be binding and final. Even after arbitration if any questions, disputes and/or differences arises under and out of, or in connection with the contract, if concluded, shall be referred to the High Court of Haryana or any other court in the district of Gurugram (Haryana).

**29. Issue of Addendum-**

- a. After publication of NIT in tender page of MDI website, at any time prior to the last date for receipt of tender, MDI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the NIT document by an addendum.

The addendum (if any) shall be posted online at

<https://mdi.ac.in/infrastructure/tenders.html>.

- b. Any such addendum shall be deemed to be incorporated into this NIT.

- c. In order to provide prospective bidders reasonable time for taking the addendum into account, MDI may, at its discretion, extend the last date for the receipt of bids which shall again be notified online through MDI portal <https://mdi.ac.in/infrastructure/tenders.html>

30. Laws of the Republic of India are applicable to this tender.

**31. System of award of contract (L1 basis):**

The vendor who satisfies the qualification criteria and offering lowest rate (L1) (As per Financial bid format provided in Format-4) would be selected.

In exceptional situation, the committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

**32. Qualification/Eligibility Criteria:**

Following will be the minimum pre-qualification criteria. Each eligible bidder should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

<b>S. No.</b>	<b>Pre-qualification Criteria</b>	<b>Supporting Compliance document</b>
1.	The applicant shall be a firm/ company registered under the Indian Companies Act, 2013, and who have their registered offices in India and (office in National Capital Region of Delhi will be preferred)	Copy of Certificate of incorporation or any other relevant documents, brief company profile with copy of GST & PAN.
2.	The firm should be in the business of providing similar services for at least 07 years as on 31.03.2023.	Certificate by Company Secretary of the Bidder's Organization or any other relevant documents.
3.	The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (FY 2020-21, 2021-22, 2022-23)	Attach certificate from CA or any other relevant certificate.
4.	The Bidder should have an annual turnover of Rupees 05 Crore in each of the last 3 consecutive Financial Years (FY 2020-21, 2021-22, 2022-23).	CA certified document with name of CA registration number, signature and stamp or any other relevant certificate.
5.	The bidder should have at least three running contracts with any Residential University/ Institute for CCTV. AMC Contracts should be in Central Govt. University/ State Govt. University/ IITs / IIMs/Reputed Educational Institute in India within last 3 years.	Copy of Work Order/ Contract along with Completion Certificate.
6.	Names & addresses of prestigious clients (at least three) along with their contact details (telephone number/E-mail) of the contact persons of the clients	1. 2. 3.

	of recent past if available.	
7.	The firm should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies/ IITs & IIMs/Reputed Educational Institutes in India.	Affidavit on Non Judicial Stamp Paper as per format in Annexure-1 to be submitted
8.	<b>Support</b> The Vendor shall provide comprehensive Support for all the equipment's listed in the Scope with back-to-back-agreement from the OEM. Letter of Authorization from all OEMs (BOSCH), specific to the tender should be enclosed. The Bidder should be Authorized Service Provider for the OEM.	Declaration in this regard to be submitted in company letterhead.

### 33. Instructions to Bidders-

a. The bid is to be submitted in the manner prescribed below: -

- Contact Details as per Format-1.
- Experience of the organization as per Format-2.
- Financial strength of the company as per Format-3.
- Authorization Certificate from OEM.
- Affidavit as per Annexure-1
- Agreement to Scope of Work as per Annexure-2
- Company Profile.
- The BID document signed & stamped in each page.
- The filled up financial bid as provided in Format-4 duly signed and stamped.

The bidders are expected to examine all instructions, forms, terms& conditions, other details in the tender document carefully. Failure to furnish complete information as asked in the tender document or submission of a proposal not substantially responsive to the tender documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

### 34. Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Institute shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

35. The bidder must examine the specifications; conditions etc., inspect the site of work and acquaint himself with all conditions and matters pertaining there to. The site can be inspected on all working days from Monday to Friday between 10:30 A.M. to 4:30 P.M. Please call 0124-4560281 to fix an appointment prior to visiting the campus for inspection.

**36. Evaluation Procedure and Selection**

- Bidders will be technically qualified based on Information/documents provided by the Bidder and meeting the scope given in the Tender
- MDI decision will be final for the evaluation of Technical Bids and is binding on all bidders.

**37. Procedure for Evaluation of Responsive Technical Bids and awarding Technical Score:**

- Bidders will be technically qualified based on Information/documents provided by the Bidder.
- Only those Technical Bids that are found compliant/suitable after technical evaluation done by MDI will be considered for opening of financial bids.
- Any deviations, would lead to rejection of the technical bid.
- The Financial Bids of only those technically qualified Bidders who fulfill the minimum eligibility criteria as indicated in clause 32 and whose bids are not rejected as per Bid Rejection Criteria indicated in clause 25 would be opened

**37. Parameters for Technical Evaluation:**

S.No.	Description	
1.	Profile of Company & number of years in Business Max Score: 10	2 marks for each year in operation for every year beyond minimum requirement of 5 years of operation in similar lines
2.	Average Turnover Max Score: 10	05 Crores: 05 Marks 05-10 Crores: 08 Marks >10 Crores: 10 Marks
3.	No. of running CCTV AMC contracts with any Residential University/ Institute / Central Govt. / State Govt. / IITs / IIMs/Reputed Educational Institute in India within last 3 years Max Score: 30	10 marks for each AMC with any Residential University/ Institute. (subject to maximum of 30 marks)
<p>Points to be given on the basis of documents submitted as part of technical bids</p> <p>To be technically qualified the vendor must obtains at least 30 marks out of 50.</p> <p>MDI decision shall be final for the evaluation of Technical bids and binding on all bidders</p>		



**38. Procedure for Selecting the bidder**

The Financial Bids of only the technically qualified Bidders scoring 30 points and above would be opened.

The work shall be awarded to the L1 (lowest rate) bidder from among the technically qualified bids.

**Declaration: -**

I/We do hereby confirm that I/We have the necessary authority and approval to submit this bid for procurement of printers for MDI Gurgaon Campus as per the terms & conditions mentioned above and also, hereby, agree and accepts the terms & conditions mentioned in clause 1 to 37 under General Information.

Date :-

(Signature)

Place:-

**Format-1**

**Sealed Quotation for COMPREHENSIVE AMC OF CCTV SURVEILLANCE SYSTEM with NAS storage and related accessories for MDI-Gurgaon Campus**

<b>S. No.</b>	<b>Description</b>	<b>Company Response</b>	<b>Remarks</b>											
1.	Profile of your firm/company	Yes <input type="checkbox"/> / No <input type="checkbox"/>												
	Year of establishment													
	Number of employees													
	Annual Turnover for the last 3 Years. (2020-21, 2021-22, 2022-23)	<table border="1"> <thead> <tr> <th><b>Year</b></th> <th><b>1</b></th> <th><b>2</b></th> <th><b>3</b></th> </tr> </thead> <tbody> <tr> <td><b>Turnover</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	<b>Year</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Turnover</b>							
<b>Year</b>	<b>1</b>	<b>2</b>	<b>3</b>											
<b>Turnover</b>														
2	Contact details of the authorized person of the company. 1. Name : 2. Office Tel No.: 3. Mobile no.: 4. Official E-mail id:	Yes <input type="checkbox"/> / No <input type="checkbox"/>												
3	A declaration on non-judicial stamp paper (Rs. 10/-) that the Bidder has not been blacklisted must be submitted by Bidder (as per Annexure-1)	Yes <input type="checkbox"/> / No <input type="checkbox"/>												
4	COMPREHENSIVE AMC OF CCTV SURVEILLANCE SYSTEM with NAS storage and related accessories for MDI-Gurgaon Campus (Scope of Work as per Annexure-2)	Yes <input type="checkbox"/> / No <input type="checkbox"/>												
6.	<b>Payment Terms :</b> a. 100% quarterly payment shall be released within 30 days on satisfactory receipt of the service(s) and submission of quarterly reports. b. Advance payment will not be made under any circumstances.	Yes <input type="checkbox"/> / No <input type="checkbox"/>												

**FORMAT – 2**

Experience of **COMPREHENSIVE AMC OF CCTV SURVEILLANCE SYSTEM with NAS storage and related accessories for MDI-Gurgaon Campus**

Add a row for Each Client

Minimum three required

S .No.	Client Name (Higher Education Institute / University/ Govt. / PSU)	Size of the AMC (No. of CCTV Camera under AMC)	Value of the Project	Client Contact No.	Client Email ID	Completion/ Performance Certificate Attached
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

Signature of the applicant's Full name of applicant  
Stamp & Date

**FORMAT – 3**

<b>Financial Strength of the Organization</b>				
S. No	Financial Year	Whether profitable (Yes/NO)	Annual net profit (in Lakhs of Rs.)	Overall annual turnover (in Lakhs of Rs.)
1	<b>2020-21</b>			
2	<b>2021-22</b>			
3	<b>2022-23</b>			
Note: Please enclose auditor's certificate or any other relevant document in support of your claim.				

Signature of the applicant  
Full name of applicant

Stamp & Date

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

### Format-4

Details of technical and administrative personnel available with the vendor for AMC Services

S. No.	Designation	No. of employees in this category	Qualification	Professional Exp.	List the Names

DECLARATION ON Non judicial stamp paper of RS. 10/-

I/we \_\_\_\_\_ Partner(s)/legal Attorney/ Proprietor(s)/ Accredited Representative(s) of  
M/s \_\_\_\_\_ solemnly declare that:

2. I/we are submitting tender for ----- against Tender Notice No. \_\_\_\_\_  
dated \_\_\_\_\_.

3. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, true and valid.

4. My/our bid shall remain valid for a period of 60 days from the last date fixed for the bid submission in accordance with the Bidding Documents and shall be binding upon us and maybe accepted at any time before the expiry of the period.

5. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".

6. If any information or document submitted is found to be false/incorrect, MDI may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money (EMD) and blacklisting of my/our firm and all partners of the firm etc.

7. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

8. I/We understand that MDI decision will be final for the evaluation of Technical Bids.

9. I/We have gone through all terms & conditions of the tender documents before submitting the same and accept the same along with the technical specification and all other conditions mentioned in the documents; including the condition that MDI is not bound to accept the lowest bid.

(Signature of the Tenderer with Seal)

Date:

***Sealed Quotation for COMPREHENSIVE AMC OF CCTV SURVEILLANCE SYSTEM with NAS storage and related accessories for MDI-Gurgaon Campus***

**Section A**

**Brief of Scope of Work**

The AMC work involves Comprehensive maintenance of CCTV (including all categories of CCTV), Peripherals, , Switches, CCTV Network covering hardware, software, storage and replacement of defective parts / components. The contract shall cover all CCTV hardware and CCTV software under AMC. The charges of Comprehensive AMC shall be inclusive of the cost of spares parts along with services. The tenderers are required to supply and maintains all parts as and when required for maintenance purposes and regular up-keeping of the CCTV, peripherals, network, software, hardware and other equipment under AMC.

1. CCTV means all CCTV Cameras including all related hardware, software, network, storage and Peripheral devices.
2. Switch means all CCTV network switches, storage (NAS, NVR etc) and related hardware and software.
3. The work is required to be done to the satisfaction of the controlling officer. The items required during AMC to be replaced should be of same OEM make.
4. Systems have to be maintained during the entire period of the contract in working condition with regular quarterly Preventive maintenance, servicing of the all hardware, software etc.
5. Service provider will restore any system & bring back to its original state, if any system fails. In case of any crash, the recovery of data and restoration (if possible) to be a part of the AMC.
6. Install/re-install hardware, all kinds of software pertaining to CCTV, all device drivers pertaining to network, CCTV etc. including formatting devices, installing software patches, updates etc.
7. The computer maintenance firm/contractors shall maintain a logbook for each CCTV system, peripherals, & other equipment.
8. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the controlling office. Original call reports MIS shall be attached with the bills for payment.
9. If any part goes faulty it shall be replaced either by a similar part or higher version.
10. Do periodic preventive maintenance of all the systems once in a quarter (3months).
11. AMC Contractor will arrange complaint booking between 09:00 AM to 05:30 PM and shall maintain a register for complaints.
12. Generate & provide daily & monthly reports of the service and all calls received, resolved,

pending (due to what reason) in an Excel sheet to MDI-G.

13. Provide the full details of the escalation matrix in terms of official address, phone numbers (both fixed & mobile numbers) and working Email Ids.
14. Be ready to provide 24x7 support after the working hours or on holidays (both Institute and National declared), if required.
15. Repair and Maintenance of underground and overground OFC.
16. Repair, Maintenance and replacement/punching of I/Os, laying of ethernet cable.
17. Rate Contract for Pole fixing, soft digging, hard digging and its restoration whenever required for outdoor camera.
18. The manpower required (Section-B), Service Level Agreement (Section-C), Performance Review (Section-D) and List of all CCTV and related accessories & Items to be brought under Comprehensive AMC (Section-E) are all part of the scope.

## Section B

### Manpower Requirements

The following resources are required to effectively support MDI-G in operation and maintenance of all items, equipment, network and UPS as indicated in this tender document:

S. No.	Profile	No.	Experience
1.	CCTV Engineer – One General Shift (9:00 AM to 5:30 PM)	1	At least 07 years of relevant experience in CCTV Domain

The deployed manpower shall be finalized in consultation with MDI-G. MDI-G may request AMC provider to replace the manpower in case of any performance or any other issue.

## Section C

### Service Level Agreement

S. No.	Activity	Target Service Level*	Quarterly Penalty on breach % of quarterly installment
<b>Network</b>			
1.	CCTV in working condition	>99.5 %	99-99.5 – 0.1% 98-98.999 – 0.2% <98% - 0.4%
2.	Network Switch	Within an hour for Core, Distribution and Access Switches	0.4% per hour
3.	Storage	Within one working day	0.1% Per hour



4.	Repair of cut in OFC	Underground – within 24 hour Overground – Within 6 hours	0.4% per hour
5.	Replacement / Repair of passive components	Within an hour	0.1% per hour
6.	Upkeep of Switches/ CCTV Racks etc	Free from dust, working condition, mounted and in presentable condition	0.1% per equipment per day
<b>Manpower</b>			
1.	Availability of manpower at site	CCTV Engineer during the work hours defined (Except as per leave policy with the approval of MDI-G, in which case substitute manpower will be provided)	0.1% per person per day of absence
<b>Ticket Resolution and Report submission</b>			
1.	Response time	Average time taken to acknowledge, respond once ticket is raised 95% incidents should be responded within 15 minutes	95-90 : 5% 90-85: 7% Less than 85: 9%
2.	Time Taken to resolve	95% of Severity-1: within 30 minutes 95% of Severity-2: within 3 hours 95% of Severity-3: within 12 hours	95-90 : 5% 90-85: 6% Less than 85: 7%
3.	Submission of root cause analysis report for severity-1	Within 5 working days	5%
4.	Availability if monthly report	Within one week of the next month	5% for non-compliance

\*excluding defined downtime.

### Definitions

**Severity-1:** Complete loss of service/ connectivity impacting significant no. of CCTV/ storage

**Severity-2:** Partial loss of service / network impacting few CCTV/ storage (whole department/ section/ floor)

**Severity-3:** Minor loss of service/ network connectivity affecting less than four CCTV/ storage

## Section D

### Performance Review

The representatives of MDI-G Computer Centre and AMC Service provider will meet fortnightly to discuss the service performance, review of specific problems, review operations and determine corrective action to overcome deficiencies. The AMC service provider will submit monthly performance report.

## Section E

### List of Items to be brought under Comprehensive AMC (Tentative\*)

<u>S. No</u>	<u>Description (PART - A)</u>	<u>Compliance (Yes/ No)</u>	<u>Deviation if Any/ Remark</u>
1	<p><b>Comprehensive Onsite AMC of the following:</b></p> <ul style="list-style-type: none"> <li>• IP Cameras –158 Nos. (Make of CCTV Cameras: Hikvision, Bosch)</li> <li>• LAN Cable, Power Cable, Connectors &amp; Adapter etc. Other Accessories will be Provided by vendor.</li> <li>• <b>NVR –</b></li> <li>• Hikvision NVR 4CH SATA 1TB HDD</li> <li>• BOSCh NVR 32CH SATA HDD 8TBx2</li> <li>• BOSCH NVR 32CH SATA HDD 6TBx4</li> <li>• BOSCH NVR 16 CH SATA HDD 6TBx2</li> <li>• BOSCH NVR 16 CH SATA HDD 1 TB</li> <li>• BOSCH NVR 16 CH SATA HDD 2 TB</li> <li>• Digital Video Management &amp; NVR Software of Axis for 49 cameras/5DVR with installation</li> <li>• NVR Server Hardware – DELL Rack Mountable Intel Xenon processor E5-2620 V3/V4,2.4GHz &amp; above, product family ,Rack Server 16GB RAM,2TB SAS HDD,DVDRW, 2Gigabit network cards with PCI Express interface, RAID 5 &amp; above</li> <li>• NAS Storage: Dell Rack Mountable Processor: 1GB-E5-2609 2.40 GHz,10M Cache or 2 x Intel E5-2630 2.50GHz,15M cache Drive Types : SAS,NL-SAS and SATA Number Of Drives : 12 Storage 30TB NLSAS ,Expandable up to 72TB NAS Storage for CCTV system -with RAID 5 &amp; above with all the accessories</li> </ul>	Yes/ No	

2	<p>CISCO 8 Port switch  CISCO SG350  CISCO SG 250 28 Port switch  Bosch Storage with HDD  Extreme switch 5520-24x  Extreme switch AL3600A15-E6  CISCO 8 Port switch</p> <p>Bosch IP Cameras NBE -3502 AL  Bosch video Management Software  Bosch DIP Storage 73G0N with HDD 192 TB  Extreme switch AL3600A15-E6</p>	Yes/ No	
3	<p><b>CCTV Engineer – 1 No.</b>  Requirement of Resident Engineers form 9.00 AM to 5.30 PM full day on MDI on 6 days in a week.</p>	Yes/ No	
<b>Rate Contract</b>			
4.	Soft Digging & filling with HDPE Pipe & other Accessories	Yes/ No	
5.	Hard Digging & filling with HDPE Pipe & other Accessories.	Yes/ No	
6.	Fixing of Pole	Yes/ No	
<b>Service Level Agreement</b>			
7	<p><b>Service Level Agreement</b>  Any issue raised when call is raised 1.00 PM, services to be offered same day. If call is raised after 1.00 PM services to be Offered in one working day.</p> <p><b>Penalty Clause:</b> Rs. 500/- per equipment per day will be charged and the same will be deducted from the AMC amount if equipment remains down for more than one working days.</p>	Yes/ No	
8.	Daily Status Report of CCTV Camera, Server, NAS, NVR to be submitted	Yes/No.	
9.	Quarterly preventive maintenance of all equipment to be carried out and report submitted.	Yes/ No	

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**Financial Bid**

**Sealed Quotation for COMPREHENSIVE AMC OF CCTV SURVEILLANCE SYSTEM with NAS storage and related accessories for MDI-Gurgaon Campus**

Sr. No.	Description of Item &	Qty.* in	Unit Price	GST	Total Price excluding GST in Rs.	Total Price including GST in Rs.	Remark
	Specification (Model no if any)	Units	in Rs.	(%)			
1	<b>Comprehensive Onsite AMC of the following:</b>	161					AMC
	IP Cameras –58 Nos. Hikvision						
	IP Cameras – 103 Nos. Bosch)						
	LAN Cable, Power Cable, Connectors & Adapter etc. Other Accessories will be Provided by vendor.						
2	Hikvision NVR 4CH SATA 1TB HDD	2					AMC
	BOSCh NVR 32CH SATA HDD 8TBx2	1					AMC
	BOSCH NVR 32CH SATA HDD 6TBX4	1					AMC
	BOSCH NVR 16 CH SATA HDD 6TBX2	1					AMC
	BOSCH NVR 16 CH SATA HDD 1 TB	3					AMC
	BOSCH NVR 16 CH SATA HDD 2 TB	1					AMC
3	NVR Server Hardware – DELL Rack Mountable Intel Xenon processor E5-2620 V3/V4,2.4GHz & above, product family ,Rack Server 16GB RAM,2TB SAS HDD,DVDRW, 2Gigabit network cards with PCI Express interface, RAID 5 & above	1					AMC
4	NAS Storage: Dell Rack Mountable Processor: 1GB-E5-2609 2.40 GHz,10M Cache or 2 x Intel E5-2630 2.50GHz,15M cache Drive Types : SAS,NL-SAS and SATA Number Of Drives : 12 Storage 30TB NLSAS ,Expandable up to 72TB NAS Storage for CCTV system -with RAID 5 & above with all the accessories	1					AMC
5	CISCO 8 Port switch	8					AMC
	CISCO SG350 28 Port switch	1					AMC
	CISCO SG 250 28 Port switch	2					AMC
	Bosch IP Cameras NBE -3502 AL	124					warranty
	Bosch IP Cameras NBE -3502	46					warranty
	Bosch video Management Software	1					warranty
	Bosch DIP Storage 73G0N with HDD 192 TB	1					warranty
	Extreme switch 5520-24x	1					warranty

6	Extreme switch AL3600A15-E6 Total	24				warranty
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\*Items may increase / decrease at the time of placing the order.

**Rate Contract**

Sr. No.	Description of Items Specification (Model no if any)	Unit Price	GST	Total Price excluding GST in Rs.
		in Rs.	(%)	
1	Soft Digging & filling with HDPE Pipe & other Accessories			
2	Hard Digging & filling with HDPE Pipe & other Accessories.			
3	Fixing of Pole			

- **Delivery Mode:** Delivery at MDI Gurgaon, at site only
- Total bid price should be inclusive of all taxes and levies, transport, loading, unloading etc.
- Delivery Period: Within One Week.
- Installation Period: Immediately on delivery
- **Quotation Validity Date:** 90 days from the last date of Submission of quotation/tender.
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Sign of bidder: - \_\_\_\_\_  
Name of bidder: - \_\_\_\_\_  
Firm's Name: \_\_\_\_\_

Date: