



"Jeevan Prakash", Jeevan Bima Marg, Pandri, Raipur (C.G.) 492004.

Ref: OS/TENDER/CCTV/CAMC/2024-25/2

Date: 09.08.2024

(For empanelled Vendors Only)

Dear Sir,

**Re: Limited Tender for Comprehensive Annual Maintenance Contract (CAMC) of CCTVs
(Excluding cost of DVR/NVR & Hard Disk) installed at different locations under Raipur DO.**

Sealed tenders under Single Bid system are invited in the prescribed attached format for CAMC of CCTVs installed at different location (as per attached Annexure-C) under Raipur Divisional Office from Empanelled Vendors.

Please send tender form duly filled & signed with seal on Annexure-A, Annexure- B along with an amount of Rs. 5000/- towards EMD & Rs. 118/- towards Tender Fee in the form of Demand Draft in favour of Life Insurance Corporation of India payable at Raipur. Separate Demand Draft for Rs.5000/- towards EMD and Rs. 118/- (Rs. 100/- towards Tender Fees, 18% GST and is Non refundable) towards Tender Fee should be submitted. For exemption of EMD, the firm has to submit valid NSIC/MSME registration copy.

Please submit the Tender forms super scribed with the words " Tender for CAMC of CCTVs" during working days/hours from **09.08.2024 to 21.08.2024 upto 5.00 PM** in a sealed envelope addressed to — The Chairman (Stores Committee), Life Insurance Corporation of India, Divisional Office, Jeevan Bima Marg, Pandri, Raipur (C.G.) Pin: 492004. The tenders received after due date due to delay in post or any other reason will not be considered.

The tenders will be opened on **22.08.2024 at 11.30 AM**. The representative of tenderer may present at the time of opening of tender with due permission from authority on submission of valid Identity & authority letter. Further LIC reserves the right to reject any/all tender or cancel the process or increase the last date of submission without assigning any reason thereof.

Yours faithfully,

Manager (OS)

The Chairman (Stores Committee),
 Life Insurance Corporation of India,
 Divisional Office, Jeevan Bima Marg,
 Pandri, Raipur (C.G.)

ANNEXURE A

Tender notice for Comprehensive AMC of CCTVs including Repairing, Replacement of Spares (Excluding DVR/NVR & Hard Disc) and Maintenance of DAHUA Make, Honeywell Make & CP Plus Make Dome Cameras, Bullet Cameras, DVRs, NVRs, Hard Disks, LG Monitors and other allied accessories installed in 36 different locations under Raipur Divisional Office area, price excluding GST but including all other taxes and expenses.

1. CAMC Charges for all Locations:

Sr. No	Item Description	No. of locations	Annual Comprehensive AMC price per System in figure (Rs.) (for all 36 locations)	Annual Comprehensive AMC price per System In words (for all 36 locations)
1	Comprehensive AMC of CCTV Systems (Excluding Replacement of DVR & Hard disk, if required due to non repairable condition) (including Repair, and maintenance of DAHUA Make, Honeywell Make & CP Plus Make Dome Cameras, Bullet Cameras, DVRs, NVRs, Hard Disks, LG Monitors and other allied accessories installed in 36 different locations under Raipur Divisional Office.	36 locations as mentioned in Annexure- C
	TOTAL PRICE FOR ALL LOCATIONS	

On Comparison, the lowest rate shown in TOTAL PRICE column will be considered as L-1 RATE.

SEAL AND SIGNATURE OF THE VENDOR

2. Rate of Items if replacement required due to non repairable condition of DVR/NVR & Hard Disk:

Sr. No.	Item Description	Rate in Figure (Rs.)	Rate in Figure (Rs.)	Rate in Figure (Rs.)
		DAHUA Make	Honeywell Make	CP PlusMake
1	4CH DVR System
2	8CH DVR System
3	16CH DVR System
4	4CH NVR System
5	8CH NVR System
6	16CH NVR System
	Total
		Seagate Make		
1	Hard Disk 1 TB		
2	Hard Disk 2 TB		
3	Hard Disk 4 TB		
	Total		

On Comparison, the lowest rate shown in TOTAL column will be considered as L-1 RATE.

NOTE:

- GST will be paid extra, applicable as per prevailing rate.
- Amount should be quoted in Rupees only. Any amount quoted in Paise will be ignored.
- Incase difference in Words and Figures, amount in Words will prevail.
- The rates should be quoted in Annexure "A" should not have any correction/cutting or over writing.
- **In case of two or more vendors quoting similar L1 rate tender, then selection of the vendor will be done as per the highest Average Annual Turnover of last three F.Y. 2020-2021, 2021-2022 & 2022-2023.**
- The new CCTV systems purchased during the contract period and Existing CCTV systems covered under Warranty period will be taken under CAMC contract after expiry of warranty period.

1. DD NO. _____ , DATE _____ , BANK _____ towards EMD &

2. DD NO. _____ , DATE _____ , BANK _____ towards Tender fee.

Date:

Place:

SEAL AND SIGNATURE OF THE VENDOR

Annexure –B

Proposed Work: Servicing / Checking / Repairing / Replacement of spares as required (Excluding DVR/NVR & Hard Disc) / Testing of all units at each location/site

Terms & Conditions of Contract

(To be returned duly filled with your quotation as acceptance of T&C)

- 1. Work to be done under the contract:** AMC shall cover all Software/Hardware items, accessories, Spares and Consumables. Thoroughly cleaning & checking of each system in every quarterly PM visit, replacement of defective part (if any) found during servicing, CC TV has UPS connection, Date & Time displayed, Recording of Data available, Space available in Hard Disk etc. after Testing at location. In the event of replacement of any part of the system, it should be done with a part equivalent or higher configuration which is compatible with the system. No work will be undertaken on Sundays and Holidays except prior permission of competent authority. The technician shall inspect the equipments thoroughly at least once in every quarter as a part of preventive maintenance and perform his duties as follows:
 - A. The technician will check the camera view, clean the lens and ensure focusing is correct.
 - B. He will tighten the loose contact of the complete system including wiring, if any and set right the defects or repair or put back the system to working condition.
 - C. CCTV recording has to be continuous to ensure uninterrupted coverage. Therefore CCTV DVR should invariably be provided uninterrupted power supply. So it has to be connected to the UPS of the Branch.

- 2.** During the Branch visit the technician shall record the following in the service book, which shall be verified and confirmed by the Manager/Office-in-charge.
 - A. CCTV System: If found any mal-functioning of the component.
 - B. Any other remarks regarding the electrical system.
 - C. Any steps to be taken by Branch for working of System.

- 3.** Your representative will give a detailed demonstration to the Branch Staff about functioning of CCTV Systems including checking the real time recording and proper backup and precautions to be observed at Branch level for its effective utilization and serve desired purpose.

- 4.** The firm/company should have a proper communication system and a complaint number that should be given to attain the complaints from Branches/Satellite Offices/Divisional Office.

- 5.** The technician who will visit the Branches will carry a valid identity card issued by the concerned firm/company and he will produce the same to the Branch authorities before commencing the work.

- 6. Validity of Tender Rate:** Tendered rate must be valid for 3 years. Initially the CAMC contract will be for one year. However after satisfactory completion of first year it may be further extended for 2 tenure of one year each, subject to satisfactory services rendered by vendor in last CAMC period & on consent for renewal of contract on original rate and accepted terms & conditions on mutual consent. Corporation reserves the right to terminate the contract by giving 30 days notice without assigning any reason thereof.

- 7. Tender Fee (Non Refundable):** The bidder has to deposit **an amount of Rs. 118/- (Rupees One Hundred Eighteen only)** inclusive of GST towards Tender Fee **(Non Refundable)** by way of Demand Draft drawn in favor of "LIC of India" payable at Raipur or to be deposited in cash at our cash counter in F&A department and copy of receipt should be produced and submitted before issue of tender.
- 8. EMD:** All bidders have to deposit an amount of Rs. **5000/- as EMD** with their tender. Tender without EMD will not be considered. After finalization of tender EMD will be returned to bidders by way of NEFT only.
- 9. Exemption of EMD:** For exemption of EMD, the firm has to submit valid NSIC/MSME registration copy.
- 10. Security Deposit:** Successful bidder has to deposit an **amount equals to 10% of CAMC charges (excluding GST). SD will be retained by LIC up to the end of** contract period or warranty period of last service (whichever is later). LIC can consider the amount of EMD as SD subject to deposit of difference amount of SD by successful bidder.
- 11.**No interest whatsoever shall be payable on the EMD or SD.
- 12.Termination of Contract:** If it is observed during AMC contract vendor frequently remains to fail keeping all machines in order or delay in service or delay in attending break down call without any reason, the condition may lead for termination of the contract. The Corporation reserves the right to terminate/cancel the whole or part of the agreement at their sole discretion after giving 30 days notice to the service provider. If the contract is terminated by the service provider, it would be liable for penalty which shall be forfeiture of Security Deposit.
- 13.Payment condition:** Payment of CAMC will be made by NEFT only by the Divisional office Raipur, on **Quarterly basis** at the end of quarter on submission of bill in duplicate along with duly signed and stamped Service Call Reports mentioning the total no. of machines serviced and counter signed by the Officer-in-charge of all locations.
- 14.The Location wise list of total installations (Annexure-C) is provided with tender for reference.**
- 15.** The Corporation reserves the right to increase or decrease the quantity to be serviced upto 25 percent during the currency of contract at the contracted rates. Bidders are bound to accept the orders accordingly.
- 16.Liability of vendor & L.I.C.** Unless otherwise instructed, the Service engineer will visit all the sites for maintenance & contact to the responsible person of branch OS Department. Also the workman should be insured properly to safeguard LIC for any mishap to the workman during the course of maintenance within our premises; LIC will not be responsible for any accidental risk associated with maintenance of the machines. Also any damage caused due to malfunctioning or during the maintenance will be made good by the vendor.
- 17.**If the systems' defect is attributable to mishandling, negligence, damage due to rodents, high neutral to earth voltage or operation by unauthorized staff, the vendor will not be liable to repair the same under the contract. The vendor under such circumstances shall charge extra for spare & service rendered.

- 18.** If the damage to the CCTV System is due to power fluctuations or physical damage due to mishandling by LIC personnel or the damage by external factors, LIC would bear the cost of the parts damaged but the onus of proving this will be on the vendor. However, the vendor will be required to provide immediate system/solution as standby with same configuration or higher and with all services restored as if it is a normal breakdown.
- 19.** Whenever any equipment is taken out of from LIC site for repair, the same piece has to be returned after repair unless it is declared to be irreparably damaged. When any CCTV equipment is taken out of any LIC Office for repair, such shifting should be done with the prior permission of the In-charge of the concerned office, as the case may be, and the vendor shall make all arrangements for removal of the equipment, its transportation to the workshop and back to LIC's site and its reinstallation. Transit Insurance of such equipment also has to be arranged by the vendor and all expenses for the above shall be borne by the vendor. The vendor shall hand over the systems in 100% working condition after repair /maintenance / rectification. Thereafter, the vendor shall reinstall the same machine after repair unless it is declared to be irreparable.
- 20. PENALTY CLAUSE:** Vendor has to ensure minimum Qly one PM visit at every site so that all machines are kept working during every quarter. **If the Qly servicing will not be provided to any System, then Rs. 500/- per System will be Charges as Penalty and Quarterly Service Charges will also be not payable for that System.** If at any location any machine got breakdown, Intimation will be sent to service provider/vendor over telephone/Mobile/via email by user. Vender has to ensure that complaint will resolved within office time up to next working day of complaint for **LOCAL INSTALLATIONS** in Raipur & within next **3** working days from the date of complaint for **OUTSTATON INSTALLATIONS**. **If vendor remains fail to complete the job within time an amount of 100/- per day per System will be charged as penalty & same will be recovered from the next bill.**
- 21. Income Tax: TDS @ prevailing rates** will be deducted at source from the payment and will be remitted to Income Tax Department Directly. TDS on GST will also be deducted as per GST rules.
- 22.** In the event of any dispute or difference arising out of operation of this agreement, the same shall be referred to the sole arbitration and the sole arbitrator will be appointed by the Sr. Divisional Manager, LIC of India, Divisional Office, Raipur whose decision shall be final and binding on both the parties. The venue of arbitration shall be at Raipur. The provisions of the Arbitration and Conciliation Act, 1996 shall apply to the arbitration. In case of failure of Arbitration process, and/or any dispute arising out of or relating to this tender shall be deemed to have arisen in RAIPUR and be subject to adjudication of competent Court in RAIPUR only.
- 23. The Responsibility of Service Providing Agency:** The Service Providing Agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to persons deployed by the agency. The LIC of India shall, in no way, be responsible for settlement of such issues, whatsoever.
- (a) It will be the responsibility of the Service Providing Agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by him.
- (b) The Service Providing Agency shall have to follow all the instruction given to him/them from time to time by the competent authority or person nominated by him.
- (c) The Service Providing Agency and its worker shall abide by the rules and regulations of the LIC as well as directions/instructions issued by the Manager (OS) or on his behalf by the authorities from time to time and violation of which may result in cancellation of the contract.
- (d) The LIC of India shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by Service Providing Agency during the course

of their performing the functions/duties, or for payment towards any compensation. The Service Providing agency will also indemnify the LIC from any claim in this regards.

(e) On completion of the AMC periods, the CCTV system under contract shall be required to be handed over in **working condition**.

THE INSURANCE LAWS (Amendment) ACT, 2015

1. In terms of provisions of Section 33 (3) of The Insurance Laws (Amendment) Act, 2015, Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify all such books of account, register, other documents and the data base in the custody of the contractor in respect of service outsourced by the LIC of India. It shall be the duty of the contractor to provide such documents/statements/information as may be required by IRDAI within such time as may be specified by IRDAI.

2. In terms of provisions of Section 33 (4) of The Insurance Laws (Amendment) Act, 2015, Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as "Investigating Officer", to make an investigation as specified under Sec. 33 (1) or carry out an inspection as specified under Section 33 (2) of the Insurance Laws (Amendment) Act, 2015, who may examine on oath any Manager, managing Director or Other officer of the service provider or contractor where the services are outsourced by LIC of India

We hereby confirm that we have not been blacklisted by LIC or PSU/ BFSI Organization/ Government / Semi Government / Quasi Govt. Departments in India as on date of submission of Tender in response to the above.

We also agree with all terms and conditions of the tender.

Date:

Signature/seal of vendor

(Please put your signature on each page)

ANNEXURE C

BRANCH AND SATELLITE OFFICE WISE CCTV SYSTEMS

S. NO.	BRANCH / S.O.	TYPE & NO. OF HD / IP CAMERA		DVR / NVR & MAKE	MONITOR	HDD			DATE OF INSTALLATION
		2MP DOME	2MP BULLET			4 TB	2 TB	1 TB	
1	CAB RAIPUR	4	0	4CH DAHUA (NEW DVR 14.05.2024)	LG 18.5"		1		09.03.2015
2	BO DURG	6	2	8CH DAHUA (NEW DVR 13.05.2022)	LG 18.5"		1		09.03.2015
3	BHILAI-II	4	2	8CH DAHUA (NEW DVR 25.02.2022)	LG 18.5"			1	23.02.2015
4	DALLIRAJHARA	3	1	4CH DAHUA DVR	LG 18.5"			1	09.03.2015
5	DHAMTARI	6	2	8CH DAHUA (NEW DVR 27.02.2023)	LG 18.5"		1	1	19.03.2015
6	JAGDALPUR	4	4	8CH DAHUA DVR	LG 18.5"			1	21.03.2015
7	KANKER	4	0	4CH DAHUA DVR	LG 18.5"		1		19.03.2015
8	MAHASAMUND	3	1	4CH DAHUA DVR	LG 18.5"			1	19.03.2015
9	RAIPUR-1	4	3	8CH DAHUA (NEW DVR 21.01.2022)	LG 18.5"			1	19.03.2015
10	RAIPUR-2	4	1	8CH DAHUA (NEW DVR 27.04.2023)	LG 18.5"		1		11.03.2015
11	RAIPUR-3	3	1	4CH DAHUA DVR	LG 18.5"			1	09.03.2015
12	RAJNANDGAON	3	1	4CH DAHUA DVR	LG 18.5"			1	09.03.2015
13	CAB BHILAI	3	1	4CH HONEYWELL DVR	LG 18.5"			1	24.03.2017
14	DANTEWADA	3	1	4CH HONEYWELL DVR	LG 18.5"			1	10.04.2017
15	SARAIPALI	3	1	4CH HONEYWELL DVR	LG 18.5"			1	06.04.2017
16	BHILAI -I	3	1	4CH HONEYWELL DVR	LG 18.5"			1	27.03.2017
17	SO KONDAGAON	3	1	4CH HONEYWELL DVR	LG 18.5"			1	28.09.2017
18	SO KAWARDHA	1	1	4CH HONEYWELL DVR	LG 18.5"			1	27.07.2017
19	SO ABHANPUR	1	1	4CH HONEYWELL DVR	LG 18.5"			1	22.09.2017
20	SO BALOD	3	1	4CH HONEYWELL DVR	LG 18.5"			1	22.07.2017
21	SO KHAIRAGARH	1	1	4CH HONEYWELL DVR	LG 18.5"			1	25.07.2017
22	SO BEMETARA	1	1	4CH HONEYWELL DVR	LG 18.5"			1	29.07.2017
23	SO DURG	3	1	4CH HONEYWELL DVR	LG 18.5"			1	21.07.2017
24	SO KUMHARI	1	1	4CH HONEYWELL DVR	LG 18.5"			1	20.07.2017
25	SO RAJNANDGAON	1	1	4CH HONEYWELL DVR	LG 18.5"			1	25.07.2017
26	SO DONGARGARH	1	1	4CH HONEYWELL DVR	LG 18.5"			1	26.07.2017
27	SO KURUD	1	1	4CH HONEYWELL DVR	LG 18.5"			1	22.09.2017
28	SO BHILAI(RISALI)	1	1	4CH HONEYWELL DVR	LG 18.5"			1	21.07.2017
29	SO KASDOL	1	1	4CH HONEYWELL DVR	LG 18.5"			1	22.09.2017
30	SO RAJIM	1	1	4CH HONEYWELL DVR	LG 18.5"			1	08.10.2017
31	SO BHANUPRATAPP	1	1	4CH HONEYWELL DVR	LG 18.5"			1	29.09.2017
32	CZEE, RAIPUR	1	1	4CH HONEYWELL DVR	LG 18.5"			1	26.09.2017
33	SO TELIBANDHA	1	1	4CH HONEYWELL DVR	LG 18.5"			1	24.03.2017
34	SO GARIYABAND	1	1	4CH HONEYWELL DVR	LG 18.5"			1	15.02.2022
35	D.O. RAIPUR	9	7	16CH CP PLUS NVR	LG 22"	2			01.02.2024
36	STC, BHILAI	10	6	16CH CP PLUS NVR	LG 22"	2			14.02.2024
	TOTAL	103	53			4	5	30	

**LIST OF EMPANNELED VENDORS FOR SUPPLY & AMC OF CCTV CAMERA,
NETWORKING SYSTEM AT RAIPUR DIVISION.
For the Period 2024-2027**

S.NO.	NAME OF THE VENDORS	ADDRESS OF THE VENDOR	E.MAIL ADDRESS
1	DIGITAL INDIA SECURITY PRODUCTS PVT LTD.	NEXT TO CANARA BANK, GOGAON RAOD, VIKASH NAGAR, GUDHYARI, RAIUR (C.G.)	di.raipur@digitalsindia.com
2	GATEWAY SECURITY SOLUTIONS	VIKAS NAGAR, NEAR BHARAT MATA CHOWK, GUDHIYARI, RAIPUR (C.G.)	gatewayssbhopal@gmail.com
3	METHODEX SYSTEMS PVT LTD	OS-5, 4TH FLOOR, ASHOKA MELLENNIUM COMPEX, RING ROAD 1, NEW RAJENDRA NAGAR, RAIPUR (C.G.)	info@methodexsystems.com

Manager (OS)