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GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
OFFICE OF THE COMMISSIONER OF CUSTOMS  
CHENNAI (PREVENTIVE) COMMISSIONERATE  
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI - 600 001

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TENDER FOR  
ANNUAL MAINTENANCE CONTRACT  
FOR  
CCTV CAMERAS

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Tender Reference Number : S31A/12/2020-CHS  
Start Date : 11.02.2020  
Last Date for Submission : 02.03.2020

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DEPARTMENT OF REVENUE  
OFFICE OF THE COMMISSIONER OF CUSTOMS (CHENNAI-PREVENTIVE)  
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI – 600 001.

F.No.S31A/12/2020-CHS

Dated: .02.2020

**NOTICE INVITING e-TENDER****COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CCTV CAMERAS**

Office of the Commissioner of Customs, [Chennai-Preventive], Custom House, Chennai invites e-Tender from reputed/authorized firms/companies engaged in the business of providing Comprehensive Annual Maintenance of CCTV camcras at Custom House, Chennai-1 for a period from 01.04.2020 to 31.03.2021.

**TENDERING PROCESS:****INSTRUCTIONS FOR ONLINE BID SUBMISSION:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. Other information regarding submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>. Tender is invited in two parts i.e. **(1) Technical bid and (2) Financial bid**. The tender form for Technical bid in Performa prescribed in Annexure – I and the tender form for the Financial bid in Performa prescribed in Annexure – II complete in all respects may be submitted online on the CPP Portal before **04.00PM** on **02.03.2020**. Bid documents, incomplete in any respect shall be summarily rejected. The valid Technical bids shall be scrutinised by the Department to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be scrutinised. Late submission of tenders shall not be entertained.

**Earnest Money Deposit of Rs. 12,500/-** (Rupees Twenty five thousand only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of **The COMMISSIONER OF CUSTOMS, CHENNAI**, shall accompany the technical bid. Technical bids without Earnest Money Deposit shall be rejected. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished in Annexure – I & II are found to be incorrect or false during the tender selection process. However, the Earnest Money Deposit is exempted for firms registered with Central Purchase Organization / National Small Industries Corporation, and it is mandatory that, the relevant copy of certificate issued by the competent authority should be enclosed with tender document.

The successful bidder of the contract has to submit **10% of the bid amount towards the Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipt** within **seven days** from the date of awarding of contract.

The bidders/tenderers can inspect the areas under consideration at the premises between 10:00 AM and 4:00 PM (Monday to Friday) before submitting their quotes. Any clarification in this regard may be sought from the CHS Section, Ground Floor, Custom House, Chennai-1.

should fill up the information in the Annexure I & II enclosed at the end of this document. Wherever, the prices are to be quoted shall be written in figures and in words as well. Annexure shall also have to be digitally signed. **No additions / modifications / deletions in the tender documents and other related supporting documents shall be entertained during the tender process.**

The tender forms and supporting documents should be complete in all respect, otherwise it will be rejected.

### **SCOPE OF WORK**

1. AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.
2. The contractor/firm has to ensure uninterrupted recording of CCTV surveillance system covering all location in Custom House, Chennai. It includes relocation of CCTV cameras and time to time check proper connectivity of surveillance system.
3. The firm shall also be responsible for deployment of necessary staff for regular visit thrice in a week for cleaning of all hardware using suitable cleaning material and supportive equipment. Preventive maintenance includes proper network cabling and to resolve the issues with respect to loose connections. A separate log book shall be maintained for preventive maintenance record and it should be signed by the officer-in-charge.
4. The equipments are normally required to be repaired in the premises of Custom House only. In exceptional cases when the equipments cannot be repaired in the office premises and required to be taken to the workshop, this department will not make any payment towards cartage and the expense for the to and fro transportation of the machines will be borne by the firm concerned.
5. The equipment being taken to the workshop for repair would be at contractor/firm own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be made good by the contractor/firm. In this case, the contractor/firm should make necessary inward and outward entries duly signed by the officer-in-charge.
6. **At present, there are 4 nos. of DVRs, 80 numbers of CCTV cameras, 5 nos. of 19" LCD Monitors, one no of 32" display unit are installed in the custom house premises. The details and locations of said CCTV cameras can be obtained from the officer-in-charge. The Commissioner of Customs (Preventive) has the power to increase the no of CCTV Camera and other equipments during the contract period for the same terms and conditions. The Contractor has to provide the service without any increase in maintenance charge.**
7. All tools and testing instruments required for checking, testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor.
8. **The contractor shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/Hard Disc in the regular intervals and to be handed over to the officer-in-charge. The provision of DVD/Hard Disc shall be in the scope of work of tender.**
9. It shall be the responsibility of the firm to make all the CCTV surveillance system and equipment work satisfactorily throughout the contract period and to hand over the systems in working conditions to this department after expiry of the contract.
10. The contractor/firm must ensure confidentiality regarding handling of all information obtained within the control room, whether videotapes, snapshots, written, verbal and other sensitive

The Contractor/firm should ensure all storage and apparatus should be virus free. The service engineer/technicians will be allowed to work on all working days. Renting, lending and copying of any software and hardware products are completely prohibited. Maintenance of accessories such as Mouse, Remote should be at free of cost only. The rates are inclusive of all, that are applicable from time to time shall be met within the total invoice value.

#### **TERMS AND CONDITIONS:**

1. The Initial contract period is for twelve months (from 01.04.2020 to 31.03.2021) however this can be extended for a further period by the Commissioner of Customs [Chennai-III] with existing Terms & Conditions based on the satisfactory performance.
2. Preventive as well as breakdown maintenance, both are covered under scope of work on AMC, which is comprehensive & corrective maintenance of CCTV cameras including other hardware and cabling.
3. Contractor/Firm are advised to inspect the site before quoting their rates to acquaint themselves with the nature of work.
4. The Commissioner of Customs, [Chennai-Preventive] reserves the right to terminate the contract at any time by giving one month notice without assigning any reason whatsoever.
5. The maintenance work shall be performed with skilled personnel totally conversant with the equipment / CCTV system.
6. All tools and plants (including ladder) required for the CAMC has to be arranged by the contractor/firm at his own cost.
7. The contractor/firm will provide his personnel with protective equipment and should ensure safety of his service Engineer/Technicians, engaged for the purpose of CAMC and during the process of work, if any accident occurs due to any cause, the Chennai Customs Department shall not be held responsible, and any claim or legal penalties arising out of it will be the responsibility of contractor/firm.
8. Nothing under the contract of deployment of personnel shall confer any right by himself or by the contractor/firm to claim any direct employment under Chennai Customs Department or to be treated at any time as employees of Chennai Customs Department.
9. The contractor/firm should make good any damages done during CAMC of the system.
10. The validity of tender shall be 30 days from date of opening of tender.
11. Adequate care is to be taken while executing the work without causing any damage to Chennai Custom House premises.
12. During Comprehensive AMC period all the materials required for satisfactory functioning of the system to be supplied by the Successful Tenderer.
13. Maintenance register should be maintained by the firm and necessary entries should be recorded about the visiting of their engineer in connection with the maintenance of CCTV.
14. Being prevented or delayed in performance of any of its obligation under this agreement due to condition which shall include but not limit to strikes, lockout, concerted action of workman, breakdown of communication or power acts of god, fire, storm rain, earthquake, explosions emergency, war riots etc.

15. The payment towards maintenance charges will be released / paid on quarterly basis on satisfactory completion of assigned services through ECS. Income Tax and other taxes as per rules will be deducted from the bill as applicable from time to time.

16. The bidder/tenderer should have a project office/local office in Chennai and adequate number of service Engineers for providing support. The bidder/tenderer is required to submit evidence/proofs in this regard.

17. No joint venture or consortium of any kind is allowed for bidding.

18. The qualified firm is supposed to response within 8 hours in the case of any break down or complaint launched from this office. The same complaint must be resolved in 24 hours otherwise penalty shall liable to be imposed. If the time taken exceeds 24 hours for resolving the complaint, the contractor/firm should keep stand by for replacing the concerned equipment till it is made functional.

19. Only genuine spare parts should be used.

20. The components of the equipments will be the whole responsibility of the bidders for procurement and replacement as and when required during the period of contract.

21. The bidder/tenderer must under-take to ensure that sufficient standby cameras/spare parts/wire etc, are kept in readiness so that there occurs no laps in the security system of the Custom House premises.

22. The Engineers who has been authorized by the Contractor/firm to attend the service work in Custom House premises should not engage in any private work/act/practice in Custom House premises.

#### **CONTRACTOR'S RESPONSIBILITY:**

The contractor/firm should ensure that no delay should occur in responding, attending to any complaint, problem such as repairing, rectification of cameras. In the event of any consistent delay or failure in attending the problem of cameras for two continuous occasions in a span of seven days, the Competent Authority shall reserves the rights to cancel the contract forthwith and also to make alternative arrangement at the full risk and cost of the firm engaged by this office. Such cost would be recovered from the periodical service bills in addition to imposing a penalty for each such incident of delayed reporting. Penalty will be decided by the Competent Authority. Further, the contractor shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/Hard Disc in the regular intervals and to be handed over to the officer-in-charge. The provision of DVD/Hard Disc shall be in the scope of work of tender. In the event of non availability of recorded images which at time required for verification/investigation, the contractor will be held responsible and he may be penalised with a penalty and to the maximum of termination of the contract by the Competent Authority without giving notice.

#### **ELIGIBILITY CONDITIONS**

1. The firm has to attach an undertaking with the tender document that the firm has not been blacklisted by any agency in India or abroad.

2. The firm should have at least three years of experience in providing comprehensive maintenance for CCTV cameras in various establishments. (Enclose work execution certificates). In addition to this the Bidder/tenderer should have successfully carried out the three AMC works of minimum average value of Rs.4 lakhs(Four lakhs only) (certificate of execution from above organizations must be enclosed).

3. The bidder must have executed at least one work in any Organisation in the last 3 years

4. Should have valid Registration No. with appropriate authority.
5. Latest certificates of execution/completion from the organizations where the vendors are maintaining AMC of CCTV to be attached with tender.
6. The Bidder/tenderer should have a valid Authorized Service/Dealer Certificate from the Manufacturer.

**Documents to be submitted:**

1. Copy of EMD amount of Rs.12,500/- (Rupees Twenty five thousand only) and tender fees of Rs. 500/- (Rupees Five Hundred only) in the form of Demand Drafts / Banker's Cheque of Scheduled Bank drawn in favour of the Commissioner of Customs, Chennai shall accompany the technical bid.
2. Any Exemption claimed in respect of EMD, the corresponding supportive scanned documents duly certified and issued by the Competent Authority should be enclosed.
3. PAN Registration Certificate.
4. EPF & ESIC Registration Certificate. In case of not eligible for EPF/ESIC, the bidder must submit an undertaking mentioning the reason for non-eligibility.
5. Income Tax Return for the last three years ending 31.03.2019.
6. Service Tax Registration Certificate.
7. Certificates from the organizations for which they worked/working and having completed the similar works by the Tenderer during last three years ending 31.03.2019 (if any).

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(Y. VIJAYAMURTHY)  
ASST. COMMISSIONER OF CUSTOMS (CHS)

TECHNICAL BID DOCUMENT

1. Name of the Concern:
2. Address of the Concern  
(with Tel No., Fax & E-mail) :
3. Name & Address of the Partners / Directors  
(with Mobile No.) :
4. Contact Person(s) (with mobile number):
5. No. of years of experience\* in providing  
Comprehensive maintenance of CCTV cameras:
6. List of clientele\* along with certificate of  
appreciation if any from atleast two important  
Clients :
7. Income Tax Returns for last 3 years ending 31.03.2019:
8. PAN No. :
9. EPF Registration No. :
10. ESIC Registration No. :
11. GST Registration No. :
12. Details of EMD :  
(If claiming exemption, reason for  
the same with necessary certificates)

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the Concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

*\*\* Details in respect of government and non-government organizations may be provided in separate annexure accompanying this qualifying bid.*

\* Proof of requisite documents and details may be provided in separate annexure accompanying the technical bid.

**FINANCIAL BID DOCUMENT**

1. Name of the Concern :
2. Address of the Concern  
(with Tel No., Fax & E-mail) :
3. Name & Address of the Partners / Directors  
(with Mobile No.) :
4. Contact Person(s) (with mobile number) :
5. Total Bid Amount (Monthly) :

SL. NO.	DESCRIPTION (equipment details)	TOTAL QTY (IN NOS.)	AMC CHARGES	TOTAL AMOUNT (IN RS.)
1.	Cameras	80	TO BE FILLED IN BOQ	
2.	DVR's	4		
3.	LCD 19" Monitors	5		
4.	LCD 32" Monitor	1		
5.	Amount of Tax			
Total amount per month including all taxes				

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(Signature of the Authorized Signatory with date)