

ALLAHABAD MUSEUM, PRAYAGRAJ

Tender Inviting Annual Maintenance contract (AMC)

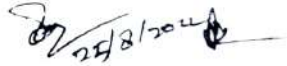
No. AM/AMC/2022-23/ 26

Dated :- 26.08.2022

Subject: Comprehensive Annual Maintenance Contract for CCTV Cameras, TV screens, UPS etc. regarding.

Sealed Tenders are invited from OEM/ OEM authorized AMC provider willing Agencies/ Companies/ Organizations/ Vendors for Comprehensive Annual Maintenance Contract (CAMC) w.e.f. **15.09.2022 for three years** for CCTV Cameras, TV Screens, UPS etc. installed in the Allahabad Museum, Chandrashekhar Azad Park, Prayagraj-211002, Uttar Pradesh on the terms and conditions mentioned below. Rates are also invited for repair of CCTV system installed in Allahabad Museum from OEM/ OEM authorized AMC provider willing Agencies/ Companies/ Organizations/ Vendors. The tender document may be downloaded from office website <http://allahabadmuseum.com>.


Finance cum Accounts Officer


26/8/2022

AMC Terms & conditions

1. All the Biometric Machines and CCTVs for which CAMC is to be done are installed in this office as mentioned in Annexure-II at Sl. No. 1 to 14 of this NIT and are in working condition. However the vendor may check/inspect it to their satisfaction upto **14.09.2022 between 3:00 PM to 5:00 PM**. No estimate for repair will be accepted after awarding the AMC.
2. Separate rates for repair of CCTVs system are invited from the OEM/ OEM authorized agencies(Annexure III). After satisfactory completion of repairs, the AMC contract would be awarded to eligible bidder. Priority would be given to those vendors who would offer free repairs prior to commencement of AMC contract and in case more than one vendor offers free repair before AMC contract, the bidder with L1 price for AMC contract would be considered as per rules and decision of Allahabad Museum would be final in this regard.
3. The interested bidders should have a **minimum of 5 years of experience in the maintenance business particularly in surveillance systems**. Endorsements of competence and efficiency from other Govt. Departments/PSUs are to be furnished as documentary evidence for short listing of tender.
4. The envelope containing the bid along with **Annexure-I, II and III** should be marked "Quotations for Annual Maintenance of CCTV Cameras, TV Screens, UPS etc." and should reach to the undersigned on or before **15.09.2022 till 11:00 A.M.** positively. Tenders received after due date i.e. **15.09.2022 (11:00 AM)** will not be entertained. The bids will be opened in the presence of the interested bidders, if any, on **16.09.2022 at 11:30 AM**.
5. Item wise rate may be quoted for all equipment's separately (**in Annexure – II**).
6. The total contract amount should be **inclusive of GST and other taxes, if any. The bids should be for comprehensive AMC and should indicate rates for each item separately.**
7. **Any type of Conditional quotation and unsolicited bids will not be accepted.** If this condition is violated, then the firm will be automatically disqualified for participating in the tender.
8. This office reserves the right to negotiate amongst all 'L1' bidders, in case of multiple 'L1' bidders, if required. However, 'L1' firm will be determined on overall prices.
9. **The AMC will be comprehensive on-site.** The selected vendor is bound to provide support services in respect of all items as per the Bidding Sheet (Annexure-II). All connectivity faults should be redressed immediately for all scheduled and unscheduled calls.
10. The sealed tenders will be placed before the Technical Committee. The Technical Committee reserves the right to select/reject the lowest quoted price and may reject any quotation without assigning any reasons thereof. The decision of the Technical Committee shall stand final in all respect.
11. Canvassing in any form will be viewed seriously and if any tender is found to be resorting to such practice the tender of such Firm will be rejected. Any approach to Higher Authorities by the firm regarding clarification/award of the tender will lead to disqualification of the firm.



12. The contract will be in force **w.e.f.15.09.2022 for three years**. If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one-month notice to the firm. The decision of office will be final.
13. The successful bidders shall be required to execute an agreement Director, Allahabad Museum or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.
14. This contract will cover Preventive and break down Maintenance of CCTV including TV Screens, UPS etc. as per Annexure-II and **the maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts sub-assemblies and satisfactory working of equipment of surveillance system including maintenance of software**. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Damages due to natural calamities only shall not be covered under AMC. **No other charges would be admissible**. In addition to that, the AMC vendor will have to provide support for problems arising out of virus/ Trojans attack / infection etc.
15. This work includes repair/rectify/free replacement of defective component/ software which shall be necessary for running condition of all systems during the period of agreement. All the defective component /software shall be replaced with new ones as per manufacturer standard and genuine OEM certified parts only. No TA/DA would be paid by the museum for the visit by the vendor.
16. All the equipment under AMC like CCTV, Screens, UPS including etc. shall be repaired against any specific complaint within 06 working Hrs. from the time of reporting. If the system/equipment could not be put into working order within 24 hrs., the firm will provide a standby (of similar configuration) for the same failing which a penalty will be imposed as under:
- For complaint attended after the 24 Hrs. free time, a penalty of 10% of the unit AMC charge per day per equipment concerned shall be levied till the equipment is set right.
 - If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configurations within 24 hours. The original unit shall in any case be repaired/ replaced within a period of one month failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per item.
 - A log register/ on-line complaint register shall be maintained in the designated sections of the office for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.
 - In any case, if the firm fails to repair/resolve the problem and the same is got resolved by any other vendor on payment basis, then the amount paid to the other vendor will be deducted as penalty from the next quarterly payment to the firm
17. Contractual payment will be made at the end of each quarter on satisfactory completion of the contractual service and a report in this respect must be accompanied with the bill. No delay penalty for payment would be admissible to AMC provider. The AMC provider must regularly check all the equipment and do all the needful for 24*7 running of the CCTV system. The staff engaged by AMC provider should be well behaved.



18. The contract would be reviewed every year on the basis of performance of the contractor and decision regarding extension would be taken by Allahabad Museum and the decision of Museum in this regard would be final.
19. If any dispute arise regarding repairs/replacement, the decision of the Director, Allahabad Museum will be final and binding on the contractor without any extra compensation within stipulated time.
20. Non refundable Tender documents fee of Rs. 5000/-(five thousand) is to be deposited in the following Accounts Number of Allahabad Museum and receipt of the same is to be enclosed with the bid document. Without this fee, the tender would not be considered.

Account Name- Allahabad Museum
Account Number- 11075921999
Bank & branch- State Bank of India, Triveni Branch
IFSC code- SBIN0017614

21. The firm must submit an **EMD of 5% of the contract bid**, with the bid in shape of **FDR** in favor of "*Director, Allahabad Museum*", **failing which the tender will not be considered. Copy of FDR receipt may submitted at the time of applying for tender. Original copy of FDR would be submitted by successful bidder after award of tender.**
22. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations.
23. All disputes and differences arising out of /or in connection of this order shall be subject to the exclusive jurisdiction of Honorable Court at Allahabad.

Yours faithfully,


Finance cum Accounts Officer

ANNEXURE-I

TENDER APPLICATION FORM

1.	Name of the Bidder Agency	
2.	Full Postal Address	
3.	Telephone Nos./	
	Mobile Nos./	
	Email.	
4.	Date of Establishment of Firm	
5.	Nature of the Concern <i>(Partnership/Limited Co. / Government Co./ PSU/ Proprietorship) (Copy of Registration should be attached)</i>	
6.	Registration No. <i>(attested/ self-attested copy of registration/ partnership deed/ ownership deed should be attached)</i>	
8.	Whether the Bidder possess more than five year's continuous experience in the similar field in Government Department. (If Yes, supporting document / experience certificates, duly attested, from the respective Government office should be attached)	
9.	PAN Account No. <i>(attested / self-attested copy of PAN should be attached)</i>	
10.	GST registration certificate. & GST No.	
11.	Copy of Latest GST Return	

ANNEXURE-III (FINANCIAL BID)

Separate rates for repair of CCTVs system are invited from the OEM/ OEM authorized agencies

Comprehensive cost of repairs of CCTV system of Allahabad Museum ,including taxes =.....(in Rs)

Note: . The complete CCTVs system mentioned in Annexure II should be in full functional capacity. After verification of the same, the repairs cost would be allowed.

ANNEXURE-II (FINANCIAL BID)

SCHEDULE OF WORKS / QUOTE YOUR PRICES

Sl. No.	Locations	PTZ Camera (Make: Honeywell)	DOM Camera (Make: Honey well)	BULLET Camera (Make: Honey well)	GI Pole	Rack with accessories	64 Channel NVR consisting of 4 Nos 6 TB Hard Disk (Make: Honeywell)	LED Display 55 (Make: Panasoni c)	5KVA UPS (Make Numeric) alongwith 16 Nos 26 AH batteries fixed upon rack (Make: Exide)
1	2	3	4	5	6	7	8	9	10
1.	Main Gate	1		1	1+ power supply unit inside Pole box				
2.	Ticket Counter		1						01 set
3.	Bhalu Room / Cycle Stand	1			1+ power supply unit inside Pole box				
4.	Banglow Group D Qtr			1	1				
5.	Store / Mandir / Guard Post	1			1+ power supply unit inside Pole box				
6.	Sub Station		1	2	1				
7.	Gandhi Smirti Vehicle near Back Side			4	1				

8.	Fountain Falls Pole			1	1			
9.	Main Gate Left Side outside area			1	1+ media converter inside Pole box			
10.	Museum entrance Gate			2				
11.	Library Entrance 4 CCTV		2					
12.	Central Hall + Corridor		2			6 U Rack with LIU + 24 Port Patch Panel+ 24 Port PoE (3 Layer) + 2 Nos SFP Module		
13.	Early Medieval Stone Sculpture		2	2		6 U Rack with LIU + 24 Port Patch Panel+ 24 Port + 2 Nos SFP Module		
14.	Early Sculpture Gallery 1+2		3	2				
15.	Terracotta Art Gallery		2					
16.	Archailogical Collection gallery + Azad Gallery			2				
17.	Nature History Gallery R1+R2 Room		1	1				
18.	Sumitranandan Panth		1					

	Gallery								
19.	Photography Section			1					
20.	Miniature Painting Gallery			2		6 U Rack consisting of LIU + 8 Port PoE + 2 No. SFP Module			
21.	Courtyard			1					
22.	Conference Room outside								
23.	Freedom Struggle Gallery		2						
24.	Modern Painting Gallery		3	3		6 U Rack consisting of LIU + 8 Port Patch Panel+ 8 Port PoE + 1 No. SFP Module			
25.	Gandhi Gallery + Corridor			2		6 U Rack consisting of LIU + 8 Port Patch Panel+ 8 Port PoE + 2 No. SFP Module			
26.	Decorative Art Gallery		1						
27.	Arms & Ammunition		1						
28.	Nehru Gallery + Corridor			3		6 U Rack consisting of LIU			

						+ 8 Port Patch Panel+ 8 Port PoE + 2 No. SFP Module				
29.	Handicraft - Gallery		1							
30.	Reserve Collection Corridor		1							
31.	Exhibition Hall		3							
32	Control Room at Main gate					15 U Rack consisting of LIU + 8 Port Patch Panel+ 24 Port PoE + 8 Port PoE + 2 No. SFP Module + Media Converter	1	1		
33.	Director Chamber							1		
	Qty CCTV And Pole and UPS	3	27	31	4	7	1	2	01 set	
	Period for which CAMC is required	01.05.2022 to 30.04.2025								

Comprehensive Rates (including 18 % GST in Rs)								
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Date:-

Place:

(SIGNATURE OF BIDDER)

(Official Seal)
Full Name and Designation

UNDERTAKING

1. I, the undersigned, certify that I have gone through the terms and condition mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract.
3. I certify and give undertaking that company is not under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
4. I/we give the rights to the competent authority of Allahabad Museum to reject my quotation without assigning any reasons thereof. I/we abide by the final decision of the Technical Committee in all respect.
5. I hereby undertake to provide the AMC services and to provide a Service Engineer to the Office, if selected, as per direction given in the tender document work within stipulated period.

Date:-

Place

(SIGNATURE OF BIDDER)

(Official Seal)

Full Name and Designation