



GOVERNMENT OF INDIA
Zoological Survey of India
Kolkata-700053

REQUEST FOR PROPOSAL
ANNUAL MAINTENANCE CONTRACT OF CCTV SYSTEMS.
IN TWO BID SYSTEM.

Tender Reference Number: NIT/ZSI/HQ/AMC/08/2023-24, Date: 17 Aug 2023.

On behalf of the President of India, Director Zoological Survey of India, New Alipore, Kolkata-53 invites. The bidder must submit their offer in two separate sealed envelopes. The tender can be viewed at <https://zsi.gov.in/App/index.aspx> The Tender is divided into five parts as follows:-

Part-1(A to C): "TERMS & CONDITIONS", "VENDOR EVALUATION FORM", TECHNICAL SPECIFICATIONS", and "EVALUATION CRITERIA.

Part-2: PRICE BID ISSUE" of the tender.

The main details of Tenders are as follows:-

BID REFERENCE No.	: NIT/ZSI/HQ/AMC/08/2023-24
PLACE OF OPENING OF BIDS	: Zoological Survey of India New Alipore, Kolkata - 700053
BID SECURITY (EMD)	:Rs. 5,000.00(Five Thousand Rupees Only)

The dates for submission and opening of the tender mentioned above are final. In case some other dates for these are mentioned elsewhere in the tender document, it shall prevail over them.

This Document Contains – 12 Pages

Please superscribe the Title, Reference number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.

For any communication regarding this tender, kindly mention Bid Reference No i.e. NIT/ZSI/HQ/AMC/08/2023-24 on the main envelop of the correspondence

The sealed envelope containing “Terms & Conditions”, “Vendor Evaluation Form”, “Technical bid”, AND “Evaluation Criteria” on prescribed tender document should reach the DIRECTOR, ZOOLOGICAL SURVEY OF INDIA, NEW ALIPORE, KOLKATA on or before 25.08.2023 up to 12:00 Noon otherwise the tender will not be accepted.

Bidders are required to submit Earnest Money Deposit (EMD) for amount of Rs **5,000/- (Rupees Five Thousand only)** respectively along with their bids. EMD may be submitted in the form of Account payee Demand Draft/Bank Draft should be in favour of “**PAO (BSI/ ZSI)**, payable at **Kolkata**” in a separate sealed envelope. No exemption in earnest money shall be given. All tenders submitted without requisite amount of earnest money shall be rejected and their financial bids shall not be opened.

It will be the responsibility of the bidders to check website <https://zsi.gov.in/App/index.aspx> for any amendment through corrigendum in the tender document. In case of any amendment, bidders will have to incorporate the amendments in their bid accordingly.

Head of Office, ZSI

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GOVERNMENT OF INDIA

Zoological Survey of India
M-Block, New Alipore,
Kolkata-700 053

PART - 1(A)

TERMS & CONDITIONS

ANNUAL MAINTENANCE CONTRACT OF CCTV SYSTEMS.

Critical Dates:-

Si No	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (Publishing Date)	17.08.2023
2	Documents download / sell start date	17.08.2023 at 06:00 PM
3	Bid submission start date	17.08.2023 at 06:00 PM
4	Documents download / sell end date	25.08.2023 at 12.00 Noon
5	Bid Submission closing	25.08.2023 at 12.00 Noon
6	Date of submission of original copy of EMD, original copy Notarized Affidavit & Xerox copy of OID documents	25.08.2023 Up to 12.00 Noon
7	Bid opening date for Technical Proposals	25.08.2023 at 12.00 Noon
8	Date of uploading list for Technically Qualified Bidder	TO BE NOTIFIED LATER
9	Date for opening of Financial Proposal	TO BE NOTIFIED LATER

1. **Last date and time for depositing the Bids:** On line Bids should be submitted by the due date and time. The responsibility to ensure this lies with the Bidder.

2. **Manner of depositing the Bids:**

Sealed Bids should be either dropped in the Tender Box marked as DIRECTOR, ZOOLOGICAL SURVEY OF INDIA or sent by registered post at the address given below so as to reach by the due date and time. Late / Delayed tenders will not be considered. Printed conditions of the vendor submitted with the tender will not be binding on Zoological Survey of India. No responsibility will be taken for postal delay or non-delivery / non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered. Please superscribe the above mentioned Title, Request for Proposal No and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.

Address: Director, Zoological Survey of India
Prani Vigyan Bhawan, M-Block,
New Alipore, Kolkata-700053

3. **Time and date for opening of Bids:**

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

4. **Location of the Tender Box:** - ZOOLOGICAL SURVEY OF INDIA, 1st Floor Room No-1/3, Prani Vigyan Bhawan, M Block, New Alipore, Kolkata-7000053. Only those Bids that are found in the tender box will be opened. Bids dropped in the wrong Tender Box will be rendered invalid.

5. **Place of opening of the Bids:** - Conference Hall or any other place of Zoological survey of India. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.
6. **Forwarding of Bids:** Bids should be forwarded by Bidders under their original memo / letter pad inter alia furnishing details like GST number, etc. and complete postal & e-mail address of their office. Bidders are requested to carefully read the Request for Proposal before forwarding the bids.
7. **Clarification regarding contents of the Tender:** - During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
8. **Modification and Withdrawal of Bids:** - A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
9. **Clarification regarding contents of the Bids:** - During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
10. **Rejection of Bids:** - Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection of bid. Conditional tenders will be rejected and forfeiture of EMD.
11. **Earnest Money Deposit:** - Bidders are required to submit Earnest Money Deposit (EMD) for amount of Rs 5,000/- per List (Rupees Five Thousands only) along with their bids. The EMD may be submitted in the form of Account Payee Demand Draft in favour of PAO, BSI/ZSI, payable at Kolkata in a separate sealed envelope. No exemption in earnest money shall be given. All tenders submitted without requisite amount of earnest money shall be rejected and their financial bids shall not be opened. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Guarantee from them as called for in the Work Order / contract. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender.
12. Interested parties who fulfill following criteria are only eligible for purchase contract: -
 - (a) Registered with GST No. Must have registered shop/office/show room (please attach requisite documents).
 - (b) Experience of AMC for CCTV in Central Government Organization (please attach requisite documents).

(c) The firms/bidders should not have been blacklisted by any Department of Govt. of India. The tendering firms/ bidders shall have to give a notarized affidavit on a stamp paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Department of Govt. of India have not been banned (please attach requisite documents).

(d) Annual turnover in last 3 financial years in Lacs.

(i) Year 2020-2021

(ii) Year 2021-2022

(iii) Year 2022-2023

(Please attach documentary proofs)

(e) Latest Professional Tax. (Please attach documentary proofs)

13. For further information/clarification in this respect, please contact Head of Office, ZSI during working hours.

14. No increase in rates will be allowed during the Contract Period due to any reason, after opening the bids.

15. In case, GST etc. are reduced or increased subsequently by the Government at the time of placement of the Purchase Order, then the same will be adjusted by either party on production of requisite proof.

16. The prices quoted should be inclusive of all taxes etc. and no hidden cost may be given.

17. The Equipment i.e Electronics Items. may be inspected by the bidders on any working day between 11:00AM to 05:00PM before submitting the bids.

18. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Zoological Survey of India regulations.

19. **Performance Guarantee:** EMD of successful bidder will be converted into Performance Guarantee. Performance Guarantee should be valid up to successful delivery of item. No exemption with regard to Performance Guarantee will be given to any firm.

20. **Penalty for use of Undue influence:** The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Service Provider / Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offers by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the ZSI/

Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

21. This Request for Proposal will be binding to the successful vendor as contract documents. Purchase Order will be issued to successful firm with applicability of all terms & conditions of this Request for Proposal.

22. **Liquidated Damages:** In the event of the firm's failure to provide services mentioned in the Work Order the institute may, at his discretion, withhold any payment until the completion of the contract. The Institute may also deduct from the firm as agreed, liquidated damages to the sum of 0.5% of the Work Order price of the delayed/undelivered stores for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

23. **Payment Terms & Condition:** The payment to the contractor will be made on half yearly basis (50% of Work Order value of AMC in case of One Year) at the end of each half yearly period against invoice with PAN number, GST No raised by the contractor and based on past performance. The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground during the contract period. TDS will be deducted as per rules.

24. The Lowest Bid will be decided upon the lowest price for each line quoted by technically qualified Bidder. Work Order would be placed to L1 firm(s) who meets all criteria mentioned in the tender.

25. **Payment Terms for Indigenous Seller:** It will be mandatory for the Bidders to indicate their Bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheque, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS. The payment will be made as per the following terms, on production of the requisite documents:

26. **Paying Authority:** Pay & Accounts Officer (BSI/ZSI), Kolkata.

27. **Indigenous Seller:** The payment of bills will be made on submission of the following documents by the Seller to the paying Authority along with the bill:

- I. Ink-signed copy of contingent bill / Seller's bill.
- II. Ink-signed copy of Commercial invoice.
- III. Copy of Order/Order
- IV. Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/ Supply Order).
- V. Any other document / Certificate that may be provided for in the Supply Order.
- VI. User Acceptance.

28. **Transportation:** The following Transportation clause will be the part of the contract placed on successful Bidder:-

- (a) The Transportation and delivery of the items at the consignee unit would be the responsibility of the vendor under his own arrangements.

29. This tender is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the tender should it become necessary at any stage.
30. The Director Zoological Survey of India reserves the right to reject any or all quotations without assigning any reason therefore.
31. Decision of the Director Zoological Survey of India will be final and binding for all concerned.
32. All disputes subject to Kolkata jurisdiction only.

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Signature and seal of the bidder:

DECLARATION BY THE VENDOR

It is hereby declared that I/We the undersigned, have read and examined all the terms and conditions etc. of the Request for Proposal for which I/We have signed and submitted the bid under proper lawful Power of Attorney. It is also certified that all the terms and conditions of the tender document are fully acceptable to me/us and I/We will abide by the conditions from serial No 1 to 34. This is also certified that I/We/our OEM / Service Provider / Firm have no objection in signing the contract if the opportunity for the services against this tender is given to me/us.

Date:.....

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Signature

Address:.....

Name:.....

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Designation:.....

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On behalf of:.....

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(Company Seal)



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PART – 1(B)

VENDOR EVALUATION FORM
ZOOLOGICAL SURVEY OF INDIA, NEW ALIPORE, KOLKATA

Sl No	Particulars	To be filled in by the Tenderer
1	Name of the Firm/ Service Provider	
2	Full address of Firm along with Telephone no. Fax no. E-mail address :	
3	Are you a OEM or dealer / Service Provider? (please attach relevant document)	
4	The firm must have OEM product support capability. (OEM Authorization Certificate) (please attach relevant document)	
5	Details of EMD (a) Amount (b) Draft No (c) Date (d) Issuing Bank (please attach relevant document)	
6	Annual turnover in last 3 financial years in Lacs. (With 3 years IT Returns) (Please attach documentary proofs) (i) Year 2020-2021 (ii) Year 2021-2022 (iii) Year 2022-2023	
7	GST Registration No with Place (please attach requisite documents)	
8	Income Tax Registration No with place (please attach requisite documents)	
9	Notarized Affidavit of undertaking that the firm has not been blacklisted / debarred by any Department of Govt of India (please attach requisite documents)	
10	Whether the firm accepts the terms and conditions of Request for Proposal (please attach requisite documents)	

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Signature and seal of the bidder:



GOVERNMENT OF INDIA

Zoological Survey of India
M-Block, New Alipore,
Kolkata-700 053

PART – 1(C)

SCOPE OF WORKS

1. The following AMC clause will form part of the contract placed on successful Bidder: -

TECHNICAL SPECIFICATION: - The details of Equipment are as follows for which AMC is required: -

Sl No	Item Description		
1	Bullet Camera	51 Nos.	
2	Dome Camera	12 Nos.	
3	DVR	06 Nos.	
4	Television	03 Nos.	
5	Monitor	03 Nos.	
6	Power Adapter	13 Nos.	

Bidder (s) is / are requested to inspect the CCTV System before bidding.

2. The following AMC clause will form part of the contract placed on successful Bidder: -

(a) The Service Provider / Firm would provide comprehensive AMC for a period of One year and extendable to 03 years subject to satisfactory performance of the firm. The AMC services would be provided in two distinct ways:

- (i) **Preventive Maintenance Service:** The Service Provider / Firm will provide a minimum of two Preventive Maintenance Service visits during a year to the Zoological Survey of India (ZSI) to carry out functional checkups and minor adjustments/ tuning as may be required. For this they have to inform ZSI one week in advance.
- (ii) **Breakdown maintenance Service:** In case of any breakdown of the CCTV System, on receiving a call from the Zoological Survey of India (ZSI), the Service Provider / Firm is to provide maintenance service to make the system serviceable.

(b) **Response time:** The response time of the Service Provider / Firm should not exceed 24 hours from the time the breakdown intimation is provided by the Zoological Survey of India (ZSI). Firm has to provide email id and telephone no for making complaint if CCTV not functioning.

(c) Serviceability of 95 % per year is to be ensured. This amounts to total maximum downtime of 30 days per year. Also unserviceability should not exceed 07 days at one time. Required spares to attain this serviceability may be stored at site by the firm at his own cost. Total down time would be calculated at the end of the year. If downtime exceeds permitted downtime, LD would be applicable for the delayed period.

(d) Maximum repair turnaround time for equipment/system would be 07 days. However, the spares should be maintained in a serviceable condition to avoid complete breakdown of the equipment/system.

(e) **Technical Documentation:** All necessary changes in the documentation (Technical and Operators manual) for changes carried out will be provided and will be mentioned in the log book.

(f) During the AMC period, the firm shall carry out all necessary servicing/repairs to the equipment/system under AMC at the Zoological Survey of India (ZSI). Prior permission of the authority of the Department would be required in case certain components/sub systems are to be shifted out of location.

(g) Service Provider / Firm has to maintain Log Book of the CCTV System. Details of services, if any parts has been changed need to be entered in the Log Book.

(h) The Zoological Survey of India (ZSI) reserves its right to terminate the maintenance contract at any time without assigning any reason after giving a notice of 01 months. The firm will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the firm for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.

4. **Working Hours:** The maintenance work shall normally be done during working hours of the Zoological Survey of India (ZSI). However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the firm.

5. The firm must ensure and assure that the firm who enters into the AMC contract with Zoological Survey of India, New Alipore, Kolkata will not outsource it further. Any deviation from this would lead to blacking.

6. The firm has to provide services in Zoological Survey of India, New Alipore, Kolkata.

7. Quantities are approximate and it may increase or decrease, so bidders are requested to quote competitive price.

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Signature and seal of the bidder:



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PART - 2 (A)
ZOOLOGICAL SURVEY OF INDIA, NEW ALIPORE, KOLKATA

PRICE BID FORMAT

(Bidders are requested to offer their price bid in the following format)

Sl No	Description [A]	DOQ [B]	Qty. [C]	Unit Price (in Rs) [D]	Unit GST Amount (in Rs) [E]	Total Unit Cost with GST (in Rs) F=[D+E]	Total Cost with GST (in Rs) [F x C]
1	Bullet Camera	Nos.	51				
2	Dome Camera	Nos.	12				
3	DVR	Nos.	06				
4	Television	Nos.	03				
5	Monitor	Nos.	03				
6	Power Adapter	Nos.	13				
	Net bid price with Tax in Rs						

Bidders are requested to quote the price as per price bid format only.

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Signature and seal of the bidder: