



OSMANIA UNIVERSITY
HYDERABAD – 500007, INDIA

Ten. Not. No. 355/DIS/OU/CCTV/AMC/2024-25/2nd Call

Date: 03-10-2024

TENDER NOTIFICATION REPAIR AND RESTORATION OF CCTV CAMERAS AND PROVIDING OF ANNUAL MAINTENANCE CONTRACT FOR CCTV SURVEILLANCE SYSTEM INSTALLED IN AND AROUND OSMANIA UNIVERSITY CAMPUS, HYDERABAD

Tenders are invited from Firm/Authorized resellers/service providers/dealers for Repair and restoration of CCTV Cameras and Providing of Annual Maintenance Contract for CCTV Surveillance System installed in and around Osmania University Campus. For further details, please visit the official website osmania.ac.in

REGISTRAR,
OSMANIA UNIVERSITY.



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Tenders are invited from Firms/Contractors/Authorized service providers /dealers for Repair and Restoration of CCTV Cameras and Providing of Annual Maintenance Contract for CCTV Surveillance System, Osmania University. The Tender shall consist of two parts (i) Technical bid (ii) Commercial bid. The details of Tender conditions and terms can be downloaded from Osmania University official website i.e., <https://osmaia.ac.in> . The bidders who are desirous of participating in tender shall submit their Technical bids etc., in the standard formats prescribed in the Tender documents displayed at 'website'. The bidders should submit the copies of all the relevant certificates, documents etc., in the 'sealed cover' in support of their Technical bids. The bidder shall sign on all the statements, documents, certificates submitted by him, owning responsibility for their correctness / authenticity. The Department shall carry out the technical bid evaluation solely based on the submitted certificates / documents, DD towards EMD in the sealed covers and open the price bids of the responsive bidders. The bidder is solely responsible for the correctness of the particulars furnished in the bid form. The bid document can be downloaded from 03.10.2024 @ 2:00 PM to 10.10.2024 @ 2.00 PM Time and date of opening of tenders: (a) Technical Bid (PQ Stage) 10.10.2024 @ 04.00 PM followed by opening of commercial bid. Under no circumstances, they will be relaxed unless otherwise extended by an official notification. The Bidders need to contact Office of the Director (Infrastructure), Room No.110, Admin. Building, Registrar Office, Hyderabad – 500 007 for information on tender, Tel No. 8331997140, email id director_is@osmania.ac.in

The detailed tender documents can also be downloaded from the University's website <https://osmaia.ac.in> Please note that the application fee & EMD should be remitted through Demand Drafts drawn in favour of the Registrar, Osmania University and should submit along with the technical bid. If the interested firm fails to submit the EMD or application fee, the University reserves the right to reject the tender.

Sd/-
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Sub: -Osmania University – Repair and Restoration of CCTV and Providing of Annual Maintenance Contract for CCTV Surveillance System - e-Tender Notification – Regarding.

Part – I

TENDER SCHEDULE

1. Name of the Tender : Repair and Restoration of CCTV Cameras and Providing of AMC for CCTV Surveillance System installed in and around OU Campus
2. Sale of Tender Schedule : 03-10-2024 to 10-10-2024
3. Closing date and time : 10-10-2024 at 2.00 PM
(For receiving duly filled in tender bids)
4. Submission of Tender bids : Tenders in two parts (i) Technical bid (Annex-I) and (ii) Commercial bid (Annex-II) should be submitted in sealed covers at O/o the Director (Infrastructure), OU
5. Date, Venue & Time of opening: 10.10.2024 at 4.00 P.M at committee room, Administrative Building, OU
6. Earnest Money Deposit (EMD) : EMD of Rs. 2,00,000/- (Rupees Two Lakh only) Payable through Demand Draft in favor of Registrar, OU. The Tenders without accompanying demand drafts or insufficient demand drafts will not be considered and will be summarily rejected.
7. Application Fee : Rs. 10,000/- (Rupees Ten Thousand only) should be remitted to DD and should submit before the last date and time
8. Payment Terms : No advance payment will be made. Payment will be arranged in accordance with the the satisfactory restoration and maintenance of CCTV

Sd/-
REGISTRAR

Part – II

INSTRUCTIONS TO BIDDERS

1. Tender are invited for Repair and Restoration of CCTV Cameras and Providing of Comprehensive Annual Maintenance contract of Existing CCTV Surveillance System installed in and around Osmania University campus from reputed firms with adequate capacity, experience and sound financial standing.
 - a. Interested bidders may download the tender document from <https://osmaia.ac.in>
 - b. Interested bidders have to deposit nonrefundable amount of Rs. 10,000/- (Rupees Ten Thousand only) in form of Demand Draft in favor of The Registrar, Osmania University payable at Hyderabad should be submitted along with the technical bid before the last date and time.
2. The technical bid will be opened in presence of the bidders at the scheduled date and time, and the committee will scrutinize the technical bids of the bidders.
3. The financial bids will be opened of only those bidders who will be declared technically qualified i.e fulfils the requirement of tender documents as mentioned in the terms and conditions and meets all technical details contained in this tender document.
4. The bidders are advised to quote prices for Repair and Restoration of CCTV Cameras along Comprehensive Annual Maintenance Contracts. The final decision will be made by the University based on its requirements.
5. The decision of the competent authority of the University shall be final and binding on the bidders.
6. The tender duly filled in and complete in all respect, along with all the above mentioned documents duly signed on each and every page should be submitted in sealed cover of the technical bid.
7. Bidders are advised to do the physical survey of the Osmania University campus where all the CCTV Cameras are installed before submitting the bids. The bidder also advised to review the existing setup and quote for restoration of cameras and AMC for the same.

Registrar
Osmania University

SCOPE OF WORK

1. The bidder should repair and restore the existing CCTV cameras installed in and around the Osmania University campus. The bid should include all necessary items, such as cameras, switches, NVR, monitors, OFC cable, Cat 6 Cable, UPS Systems, Junction Box, all related accessories etc., for the restoration. The firm must replace the required items as per the technical specifications given in Annexure-I, using only the same make listed.
2. Comprehensive Annual Maintenance Contract shall include the repair/replacement of defective parts with the parts of defined in annexure-I or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.
3. Barring force majeure any damages should be covered under this comprehensive Annual Maintenance Contract.
4. The firm has to ensure uninterrupted recording of CCTV surveillance system in Osmania University campus. It includes relocation of CCTV cameras and time to time checking proper connectivity of surveillance system.
5. The qualified firm is supposed to response within 24 hours in the case of any breakdown or complaint launched from Osmania University. The same complaint must be resolved in 48 hours otherwise penalty shall liable to be imposed @ Rs. 10,000/- per day.
6. The qualified firm should depute minimum two service personnel at Osmania University campus. The service personnel shall preferably have experience in handling, repairing and operating CCTV Cameras.
7. The qualified firm must replace all the faulty equipment's associated with CCTV surveillance System i.e cameras, wiring, NVR, HDD, PoE Switch, OFC Cable, Media converter, UPS Systems, Junction Boxes, patch chord, power supply adapter and other all related accessories with the spare of the company provided by the University in the annexure -I. in case of non-availability, the qualified firm must seek approval of the competent authority. Interested bidders must visit the campus and ensure to get all necessary information before submitting their bids. Bids submitted without duly signed proforma by the Director (Infrastructure), OU certifying the visit made by the bidders, shall be rejected.
8. The firm shall carry out change in location of cameras as per directions which should be suitably noted. The firm shall also be responsible for cleaning of all hardware using suitable cleaning material and supportive equipment.
9. Osmania University will not make any payment towards cartage. The expense for the to and fro transportation of the machines will be borne by the firm concerned.
10. The equipment being taken to the workshop for repair would be at company's own risk and expenses with due permission from the University. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be borne by the company.

11. All tools and testing instrument required for checking, testing and attending to routine maintenance and breakdown shall be arranged by the firm.
12. The bidder shall ensure the proper working of recording of the video obtained from the CCTV Cameras and necessary support has to be extended for transferring backup to external Hard disk storage devices at regular intervals as instructed by the University.
13. 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 system in working conditions to University after the time of expire of the contract.
14. All materials and reports generated by the company under this agreement shall be deemed to be "Work made for hire" and own exclusively by Osmania University.
15. The qualified firm should submit an itemized list with quantities with make and model of all components replaced during the repair and restoration of the CCTV cameras and during AMC contract period. Additionally, all old or non-working items must be handed over to the University.
16. The firm shall provide a 2-year warranty on all items replaced during repair restoration, and the AMC period. A warranty letter must be submitted along with the delivery challan.

The company recognizes that in the course of the transactions, it may be privy to certain information ('confidential information) relating to Osmania University works including legal, financial, technical, commercial, marketing and business related records, data documents, reports (Whether or not the information is marked or designated as "Confidential or proprietary)

The Company agrees that it shall:-

- Keep all the information strictly confidential and shall not, divulge such confidential information to any person.
- Take all steps to protect the integrity of the confidential information and to ensure against any unauthorized disclosure thereof;
- Promptly inform authorized Security officer / Concerned officer of any potential or accidental disclosure of the confidential information and take all steps, together with OU to retrieve and protect the said confidential information.
- Separate registers / format / service report shall be maintained for maintenance work and surveillance activity. Signature of the official must be recorded in the surveillance activity register/format/service book on whose direction video checked and changes in the locations of the cameras are carried out. The copy of the maintenance work register / format/service report only has to be submitted.
- The Company must ensure confidentiality regarding handling of all information obtained within the Command control Room, whether videotapes, snapshot, written, verbal and other sensitive materials held within the control room and in OU premises.

- The company shall not engages in any private work /act/practice in OU Campus.
- Renting, lending and copying of any software and hardware products are completely prohibited.
- Ensure all storage and apparatus should be virus free

Any breach of this clause may cause OU substantial and irreparable damages, and in any event of such breach, in addition to other remedies, which may be available, the OU shall have the right to seek specific performance and injunctive and equitable relief.

TERMS AND CONDITIONS

General

1. The firm should repair and restore the CCTV cameras within 45 days of receiving the work order and hand them over to the University. If the firm fails to restore the existing CCTV surveillance system within the stipulated period, a penalty of Rs. 5,000/- per day will be charged until the system is fully restored. The Annual Maintenance Contract (AMC) agreement will commence after the successful repair and restoration of all CCTV cameras.
2. The period of award of AMC contract will initially be for 1 years, and extendable for another Two years subject to satisfactory services and approval of the competent authority of the Osmania University. This extension is also subjected to maximum period of 3 years no increment in AMC charges shall be entertained at the time of extension. If the University decides to extend the AMC for an additional two years after the completion of the first year, the firm must agree to provide services at the same price. Should the firm refuse the extension, the University reserves the right to blacklist the firm and forfeit the security deposit.
3. The rates in the Financial bids (Annexure-C) are to be quoted both in words and figures. Overwriting, cutting, use of whitener etc. is strictly prohibited. Words shall be considered as final in case of any discrepancy.
4. The firm must enclosed the copy of the following
 - Registration certificate of the Firm
 - GST Registration Certificate
 - PAN Card Copy
 - The Company / the tenderer should be in existence for the last 5 Years.
 - Turnover of Rs. 1 Crore or above of Annual Turnover per year for three financial years (2021-22, 2022-23, 2023-24) CA Certified copy should be submitted
 - IT Returns of the three financial year (2021-22, 2022-23, 2023-24)
 - The firm should have an experience in supply and installation of CCTV Cameras in any Govt. Department/Universities/PSU/Government undertaking in any of the last three financial years (2021-22, 2022-23, 2023-24) with minimum order of 15 Lakhs or more in single order.
 - All the undertaking should be submitted on stamp paper or letter heads of the firm.

- The Bidder must also submit the proposed model number of the items quoted (with Same Make only) along with the product brochure / data Sheet.
 - Bidder should keep the Splicing Machine Equipment, OTDRs, Power Meters and all other safety measure equipment available as and when required.
5. The tender shall remain valid for 120 days after the date of commercial bid opening. If any bidder withdraws his tender before the said period the Osmania University shall without prejudice to any other right or remedy, be at liberty to forfeit the EMD.
 6. All connected accessories related to CCTV surveillance system & door access control system will also be covered in AMC.
 7. The bidder should submit/upload a signed and stamped copy of the tender document as an acceptance of all the terms and conditions of the tender, along with the other required documents.
 8. No Joint venture or consortium of any kind is allowed for bidding.
 9. The component of the equipment's will be the whole responsibility of the bidder for procurement and replacement as when required during the period of AMC.
 10. Osmania University serves the right to inspect any or all the works and satisfy itself about the quality and reliability of the service rendered before opening of the concerned vendor's price bid.
 11. If only one bidder qualifies for the commercial evaluation, the University reserves the right to proceed with awarding the contract, following due negotiations with the firm

AWARD OF CONTRACT:

Osmania University will award the contract to the successful bidder whose bid would be determined to be substantially responsive, technically complied and determined as the best evaluated bid in terms of Providing best approach and optimal rate quoted for gross amount for repair, restoration & AMC for 1 year in the financial bid.

PAYMENT TERMS:

The Payment of Repair and Restoration of CCTV Cameras will be made after successful and satisfactory completion of work initially after 1 month of restoration of all the equipments. Then after for AMC, payment will be made half yearly after successful completion of services. In case of replacement of any item Service Provider must install Same make & Specification of equivalent or Higher Quality product only as provided in the Annexure-I

The copy of the maintenance works register / format / service report only has to be enclosed along with the quarterly invoice. Penalties imposed if any, shall be deducted from the quarterly payment due to the contractor. However, all penalties on the contractor shall continue as per penalty clause to be liable even after termination of the contractor and same shall be deducted from any other bill or security deposit due to contractor.

TERMINATION BY DEFAULT:

Osmania University may, without prejudice to any other remedy for breach of contract, by written notice of default sent to supplier, terminate the contract in whole or part, if the supplier fails to perform any obligations under the contract.

BIDDING PROCEDURE

1. No bid will be accepted after due date and time under any circumstances. This office will not responsible for any server or any other issue and also reasons beyond the contract of this office.
2. Technical bid must contain the Application cost (non-refundable) should reach the office of the Director (Infrastructure), Administrative Building, Osmania university before last date and time after submission of online bid.
3. Financial bids, of only successful technical bids will be opened.

CLARIFICATION OF BIDS

To assist the examination, evaluation and comparison of bids, the Osmania University will constitute a technical evaluation committee and, on its discretion, ask for any clarification of the bid from the bidder. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

EVALUATION OF BIDS

1. The Osmania University will examine the bids to determine whether they are complete, required EMD has been furnished and all relevant documents have been properly signed. The Conformity of the bids to the technical specification and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
2. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect / false, the bid shall be considered as non-responsive.

RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS:

1. OU reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the University action.
2. The acceptance of tender will rest with Registrar, Osmania University who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders receive without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
3. Canvassing in connection with tenders is illegal and strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

TERMINATION BY DEFAULT

1. Osmania University may without prejudice to any other remedy for breach of contract, by written notice of default sent to vendor, terminate the contract in whole or part.
 - i. If the vendor fails to provide service / rectify the fault within the time period specified in the contract or any extension thereof granted by the OU
 - ii. If the vendor fails to perform any other obligation under the contract.
2. In the event the OU terminates the contract in whole or part the OU may procure, upon such terms and in such manner, as it deem fit, services similar to those undelivered for any excess cost for such similar services. However, the vendor shall continue the performance of the contract to the extent not terminated.

Taxes and Duties

Vendor shall be entirely responsible for all taxes, duties, license, fee etc. incurred until delivery of the contracted services to the OU. No tax or duty will be payable by the OU unless specified by the vendor In the price bid.

SECURITY DEPOSIT

1. The successful bidder will have to deposit security deposit of Rs. 3,00,000/- (Rupees Three Lakhs only) of the contract for 1 year excluding the period of repair and restoration. Further reduced to extent of EMD which will be accordingly adjusted and also execute the contract within thirty days from the date of placement of order. If the firm fails to undertake and or provide the services to the satisfaction of the OU as per the order during contract period, the contract will be cancelled and the EMD will be forfeited. The security deposit will be released after completion of the contract to the satisfaction of the OU. The EMD will be released after the submission of the security deposit on request from the firm.
2. The Successful bidder will have to sign an agreement with the OU on non-judicial stamp paper value of Rs. 100/- before taking over the contract.
3. Maintenance charges will be paid half yearly basis after deduction of penalty, if any. The payment shall be released quarterly on satisfactory completion of assigned services.

ARBITRATION CLAUSE

All disputes and claims shall be settled by arbitration, in accordance with the provisions of the arbitration law in force or any statutory requirements thereof and shall be referred to the sole arbitrator to be appointed by Osmania University. The firm shall not be entitled to raise any kind of objection whatsoever, In the event of the OU decides to appoint any officer or employee of the OU as the Sole Arbitrator. The award given by the Arbitrator shall be final and binding on both the parties i.e. OU and the firm. The contract shall be interpreted in accordance with the law of the Union of India and will be under the jurisdiction of the Hon'ble Court of Telangana.

UNDERTAKING-01

To,
The Registrar,
Osmania University,
Hyderabad – 500 007,

Sir,

1. I/We the undersigned, certify that I/we have gone through the scope of work, terms and conditions and other details mentioned in the tender documents and undertake to comply with them.
2. It is further certified that the firm is acceptable and has not been blacklisted by any agency in India or abroad.

Place:

Bidder Name & Address_____

Date:

Seal and Sign_____

VISIT CERTIFICATE

The Details of the Visit are:

1. Date & Time of Visit: _____
2. Name of Firm: _____
3. Name of Person making the Visit _____
4. Designation of the person making the visit _____

Seal & Sign of OU Officials

Seal & Sign of Visitor

UNDERTAKING – 02

We hereby certify that we have inspected the site /place of work for assessing the nature and volume of work realistically before quoting the rates and have fully acquainted with the scope of work and no claim whatsoever manner will be made by us for any alleged ignorance thereof. The above information submitted is true to the best of our knowledge.

Place:

Bidder Name & Address _____

Date:

Seal and Sign:

Annexure – I

LIST OF ITEMS INSTALLED IN AND AROUND OU CAMPUS

S.No	Particular	Qty.	Make	Existing Model	Proposed Model No's
1.	32 Channel NVR	02 No's	Panasonic	PI-NL3832K	
2.	16 Channel NVR	08 No's	Panasonic	PI-NL3816K	
3.	8 Channel NVR	01 No's	CP Plus	CP-UNR-108F1	
4.	PTZ Camera	03 No's	Axis	P5635-E MK II	
5.	PTZ Camera	01 No's	CP Plus	-	
6.	2MP Bullet Camera	128 No's	Axis	PI405-LE MK II	
7.	2MP Bullet Cameras	25 No's	CP Plus	CP-UNC-TA21PL3-0360	
8.	4 MP Bullet cameras	08 No's	CP Plus	CP-UNC-TA41PL3-Y	
9.	2 MP Dome Camera	01 No	CP Plus	-	
10.	8 Port PoE Switch	70 No's	Netgear	GS110TP	
11.	24 Port PoE Switch	2 No's	Netgear	GSM7212F	
12.	8 Port PoE Switches	15 No's	CP Plus	CP-ANW-GPM8F2-N12	
13.	42 Inch TV	10 No's	LG	LG 43LW340C	
14.	6 TB Hard Disk	45 No's	Seagate	SV-35	
15.	2 TB Hard Disk	01 No	Seagate	-	
16.	OFC Cable	11000 Meters	Sterlite	-	
17.	Cat 6 Cable	3900 Meters	D-Link	-	
18.	5 KVA UPS + Quanta Battery	1 No's	Cyber Power	OLF5200EXL	
19.	UPS 650 W	75 No's	Cyber Power	BU1000E	
20.	4 Port Spikes	75 No's	Cyber Power	-	
21.	5 AMP MCB	75 No's	Anchor	-	
22.	Weather proof Junction Boxes	68 No's	Indeginous	-	

Place:

Bidder Name & Address _____

Date:

Seal and Sign _____

FINANCIAL BID

Repair & Restoration of CCTV Surveillance System and Providing of Annual Maintenance Contract for CCTV installed in and around Osmania University Campus

S.No	Particular	Amount
1.	Repair & Restoration of CCTV Cameras	
2.	Providing of Comprehensive Annual Maintenance Contract for 1 Year after the repair and restoration of CCTV Surveillance Equipment.	
	Total Amount	
	GST as Applicable	
	Grand Total Incl. of GST	