



**ICMR-NATIONAL INSTITUTE FOR RESEARCH IN REPRODUCTIVE HEALTH
(Indian Council of Medical Research)**

Jehangir Merwanji Street, Parel, Mumbai 400012, Maharashtra
Phone 022-24192060; 24192019; Fax 022-24139412

Tender No. NIRRH/ST/2/2019-2020

Date: April 9, 2019

**Subject: Tender for Comprehensive Or Non-Comprehensive
Maintenance Service Contract (MSC) for CCTV
Surveillance Installations**

Due Date: 30th April, 2019; 17.00 Hrs.

SCOPE OF WORK:

1. The details of various locations of CCTV Surveillance Installation to be covered under the contract are:
 - I. ICMR-National Institute for Research in Reproductive Health
Jehangir Merwanji Street, Parel, Mumbai 400012, Maharashtra.
Major Components of CCTV Installations:
HIKVISION HD IR Dome Camera: 14 Nos.;
HIKVISION HD Bullet Camera: 6 Nos.;
HIKVISION HD 16 CH DVR with 2 TB Hard Disk: 2 Nos.
 - II. ICMR-NIRRH International Hostel cum Staff Quarters
25 A, R J Thadani Marg, Opp. Flora Chinese Restaurant, Worli Sea Face, Worli,
Mumbai 400030, Maharashtra.
Major Components of CCTV Installations:
HIKVISION HD IR Dome Camera: 03 Nos.;
HIKVISION HD Bullet Camera: 06 Nos.;
HIKVISION HD 8 CH DVR with 2 TB Hard Disk: 1 No.
 - III. Women's Health Clinic
18 A, Old B.D.D. Chawl, Ground Floor, M.J. Phule Road, Next to Lokseva School,
Naigaum, Dadar, Mumbai 400014.
Major Components of CCTV Installations:
HIKVISION HD IR Dome Camera: 02 Nos.;
HIKVISION HD 4 CH DVR with 1 TB Hard Disk: 1 No.
 - IV. Staff Quarters at Borivali East
Building No.14, H.I.G. Colony, Opp. Yojana Vidyalaya, Magathane, Borivali East, Mumbai
400066, Maharashtra.
Major Components of CCTV Installations:
HIKVISION HD Bullet Camera: 08 Nos.;
HIKVISION HD 8 CH DVR with 2 TB Hard Disk: 1 No.
 - V. Staff Quarters at Dahisar East
Building No.3, M.H.B. Colony, Near Ashok Van, Dahisar East, Mumbai 400068,
Maharashtra.
Major Components of CCTV Installations:
HIKVISION HD Bullet Camera: 06 Nos.;
HIKVISION HD 8 CH DVR with 2 TB Hard Disk: 1 No.

VI. Model Rural Health Research Unit (MRHRU,ICMR-NIRRH),
Room No-25, Sub District Hospital, Agar, Dahanu Road 401601, Maharashtra.

Major Components of CCTV Installations:

HIKVISION HD IR Dome Camera: 02 Nos. ;
HIKVISION HD 04 CH DVR with 1 TB Hard Disk: 1 No.

2. **Comprehensive MSC** 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.
Non-Comprehensive MSC shall include repair/replacement of defective parts with parts provided by the Institute.
3. The qualified firm is supposed to provide response within 24 hours in the case of any break down or complaint launched from this office. The same complaint must be resolved in 48 hours otherwise penalty shall liable to be imposed. If the time taken exceeds 48 hours for resolving the complaint, the contractor/firm should keep stand by for replacing the concerned equipment till it is made functional.
4. The contractor/firm has to ensure uninterrupted recording of CCTV surveillance system covering all locations. It includes relocation of CCTV cameras and time to time check proper connectivity of surveillance system.
5. The firm will have to provide Preventive Maintenance once every month and All Break Down Maintenance, as and when required. Preventive maintenance includes general maintenance like cleaning of all hardware using suitable cleaning material/supportive equipment, 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 competent officer at different locations.
6. The equipments are normally required to be repaired in the premises of installations. In exceptional cases when the equipments cannot be repaired in the office premises and required to be taken to the workshop, no charges would be billed towards cartage and the expense for the to and fro transportation of the machines will be borne by the firm concerned.
7. 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.
8. All tools and testing instruments required for checking, testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor.
9. 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. The provision of DVD/Hard Disc shall be in the scope of work of tender.
10. 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.
11. The contractor/firm must ensure confidentiality regarding handling of all information obtained, whether videotapes, snapshots, written, verbal and other sensitive materials.
12. The Contractor/firm should ensure all storage and apparatus should be virus free.
13. 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.

REGISTRATION FORM

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 :
maintenance of CCTV cameras*
7. Income Tax Returns for last 3 years :
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)

* List of Clientele may be attached.

FINANCIAL BID DOCUMENT

1. Name and Address of the Concern :

2. Total Bid Amount (Monthly) :

Sr. No.	Description (Items to be covered*)	Total Nos.	Comprehensive AMSC	Non-Comprehensive AMSC
<i>I. ICMR-NIRRH Main Building, Parel</i>				
1	Cameras	20		
2	16 Channel D.V.R.	2		
<i>II. Women's Health Clinic, Dadar</i>				
3	Cameras	2		
4	4 Channel D.V.R.	1		
<i>III. ICMR-NIRRH International Hostel cum Staff Quarters, Worli</i>				
5	Cameras	8		
6	8 Channel D.V.R.	1		
<i>IV. Staff Quarters at Borivali East</i>				
7	Cameras	8		
8	8 Channel D.V.R.	1		
<i>V. Staff Quarters at Dahisar East</i>				
9	Cameras	6		
10	8 Channel D.V.R.	1		
<i>VI. Model Rural Health Research Unit, Dahanu, District Palghar</i>				
11	Cameras	2		
12	4 Channel D.V.R.	1		
Amount of Tax				
Total amount per month including taxes				

* Please refer to detailed address as mentioned in the scope of work.

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(Signature of the Authorized Signatory with date)