

Request for Proposal (RFP)
for Comprehensive Annual Maintenance Contract
for CCTV systems of
Master Control Facility-Hassan

1.0 Introduction

Master Control Facility (ISRO)-Hassan has CCTV Systems commissioned in the year **2009**, for meeting the official requirement of security surveillance. The CCTV network has been maintained through Annual Maintenance contract since commissioning date and all equipment are in working condition.

This RFP is being floated for Comprehensive Annual Maintenance contract for all the CCTV systems of MCF Campus for Two years. However, the contract shall be extendable further another two years on same terms and conditions agreed by mutual consent.

- **Scope of Work:** Maintenance of all the CCTV related equipment of MCF campus as listed in Annexure I.

The requirements, terms and conditions to be complied by the bidder are detailed in the following sections.

2.0 Submission of Proposals.

The parties must submit their proposals before the due date to the office of Purchase and stores Officer-Purchase, Master control Facility, Hassan.

The Proposal shall consist of two parts.

2.1) Part 1: Technical and commercial bid should contain

2.1.a) Statement of compliance with respect to each of our terms and conditions- with proper remarks.

2.1.b) Commercial Terms and Conditions.

2.1.c) List of similar installation/maintenance works executed by the party including details of similar equipment.

2.1.d) Company profile along with financial performance of the company for last three years.

2.2) Part 2: Price Bid shall provide Annual cost for Comprehensive Maintenance Contract - Cost shall be maintained constant over entire contract period, including extensions if any. Party has to submit their price bid as per the price bid format attached in the Annexure-3.

3.0 Comprehensive Annual Maintenance Contract (AMC) terms and conditions:

The lists of equipments installed in this facility are as attached in the Annexure I

3.1 The Bidder shall be wholly responsible for the comprehensive maintenance of the systems along with programming changes.

3.2 The bidder must clearly mention their compliance to the following:

3.2.a Preventive maintenance visits shall be made once in three months, During the visits the works to be carried out mentioned in Annexure-2

3.2.b Any number of break-down maintenance calls shall be attended to, with no additional costs.

3.2.c In the case of any problem, the system shall be attended within 24 hours of logging the complaint. If the unit has to be replaced/ repaired, the same should be carried out immediately, not exceeding 72 Hours from the date of analyzing the fault.

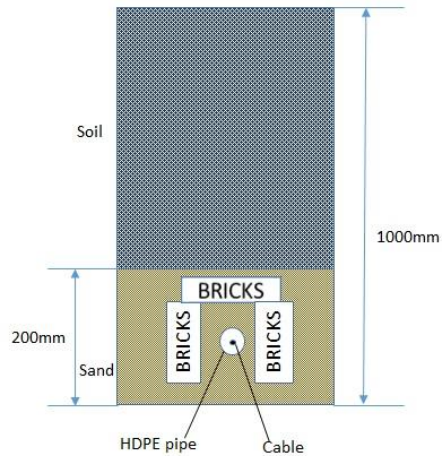
3.2.d The party shall carry out repair works for the faulty units. Party shall provide replacement for the faulty unit till they are repaired.

3.2.e Any permanent replacement items/ equipments must be identical in terms of make and model. In case of obsolete items/equipments or unavailability of items/equipments the specifications of the replacement unit must be either equal or better than the equipment being replaced and the same must have the approval of competent authority.

3.2.f Party shall inform about the release of upgradation of CCTV software (Indigo vision Software) as and when released. Party should take up the upgradation of CCTV software after obtaining clearance from competent authority.

- 3.3 The vendor shall possess a minimum of 5 years of experience in installation/commissioning and maintenance of CCTV systems similar to the systems housed at MCF campus. The experience must be substantiated by the relevant certificates issued by users/organizations and which is a pre-requisite.
- 3.4 Party should enclose a list of customers and the contact details of locations where similar setup has been established and/or operated by the bidder to the satisfactory level of customer. The representative(s) of ISRO may visit the location for suitable assessment, if necessary.
- 3.5 The Party shall possess professional capability and adequate test facilities for checkout of the systems and provide a proof of document for the same.
- 3.6 All equipment mentioned in the annexure-1 should be covered under AMC. If not, bid will be considered as incomplete and shall not be considered for further processing. Bidder shall enclose the list of equipment as provided in the enclosure along with remark 'yes'/'No' against each item, regarding whether the equipment is covered under AMC or Not.
- 3.7 MCF reserves the rights to remove any equipment which is under AMC, and AMC charges towards that item may be deducted from the purchase order value during ongoing contract period.
- 3.8 During the contract period, if MCF wants to add new cameras in CAMC as an optional item, then the contractor shall execute the additional quantity on prorata basis. MCF reserves the right to include or exclude those cameras in CAMC.
- 3.9 Underground Cable faults such as Power cable, OFC cable, Video cable & Control cable faults shall be rectified on need basis (per call basis), and such fault maintenance charges shall be paid separately. Cables will be provided by MCF. Party has to mention the cost for rectification/ laying of cables for the given item in the price bid format.
- 3.9.a) for rectification work of faulty cables involves earth excavation of soft soil and refilling with soil for the fault location.
- 3.9.b) For Laying new OFC/LAN/Power cable work involves earth excavation of soft soil and filling with sand and baked bricks on top and sides and refilling with soil at

desired location as per the diagram below. Power cable/ OFC / LAN Cable will be provided by MCF Hassan.



- 3.9 The Party shall provide total company profile.
- 3.10 The Party shall provide the details of financial performance for past three years.
- 3.11 The Party shall preferably have their base/operational office in Hassan / within 200km from Hassan.
- 3.12 If any clarifications are required on the systems, configuration and/or scope of the works, the bidders may seek the same from MCF, in writing before bid opening.
- 3.13 Bidder may plan for a visit to make assessment of the systems, if required. MCF will suggest a convenient date for visit, if necessary.
- 3.14 The bidder should be ready to attend technical discussion and/or commercial negotiations, if asked for, at MCF-Hassan.
- 3.15 Non-compliances & deviations with respect to the requirements, if any, should be clearly stated and furnished along with the offer.
- 3.16 Validity of the offer should be for a period of minimum 4 months.
- 3.17 Payment will be made quarterly against the invoice & call reports, on satisfactory completion of AMC for that particular period.
- 3.18 The contract is envisaged for **two** years initially and extendable for **two** more years on satisfactory completion of **two years** with same price, terms and

conditions. However, ISRO reserves the right to terminate the contract with a month's advance notice, if the services are found unsatisfactory or if any term of the contract is breached.

3.19 The details furnished in this document shall not be shared for any other purpose with any other agencies.

4. Party shall be ready to provide Security Deposit for 10% of the total AMC contract.

5. Fall Clause: If During the period of the contract the vendor provides CAMC for similar system to any other agency at a lower cost, the same shall be made applicable for this AMC from that particular date onwards.

6. **Penal Clause**: If Party is not able to make any of the system components operational within 72 Hours of raising the complaint, an amount of Rs 500/- per day for that component (Maximum penalty with the limit of 5000/day) will be deducted from the AMC Payment, until the system is brought up.

Annexure-1.

List of CCTV Equipment covered under AMC

Sl. No.	Equipments	Qty	Make	Model	Year of Installation
1	Indoor PTZ Cameras	28 Nos.	Panasonic	WV-CS570/WWV-CS574E	2008-2009
2	Outdoor PTZ Cameras	10Nos.	Panasonic	WV-CW960/WVCW964	2008-2009
3	Outdoor PTZ Cameras	06 Nos.	Indigovision	BX-520	2016
4	Outdoor PTZ Cameras	02 Nos.	Indigovision	BX-500	2016
5	Outdoor FIXED Cameras	01 Nos.	Indigovision	BX-600	2016
6	IR Illuminators	08 Nos.	RAYTEC	RM150-AL-PEANUT	2016
7	Outdoor FIXED Cameras	02 Nos.	Indigovision	BX-620	2016
8	Indoor fixed Camera	12 Nos.	Indigovision	BX-420	2016
9	IR Dome Fixed Cameras	20 Nos.	Samsung	SCV 2081R	2012
10	IR Bullet Fixed Cameras	08 Nos.	Samsung	SCV 2080R	2013
11	MPEG4 Encoders	75 Nos.	IndigoVision	IndigoVision 8000/9000	2009,2012 and 2013

Annexure-2:

Works to be carried out during preventive maintenance visits:

- Verify the performance of cameras in all aspects
 - Video output
 - Control feature
 - Camera parameter to be verified
- Dome cleaning of all cameras indoor/outdoor
- Verification the functionality of encoders and its relevant parameters.
- Verification/Rectification of connectors.
- Verifying the performance of CCTV software and making suitable correction in configuration in consultation with competent authority of MCF Hassan.

Annexure-3:

Price Bid Format

SI No	Item Description	Quantity	Unit Price per year
1	Comprehensive AMC for following CCTV system components of MCF, Hassan for 2 years.		
1.1	Indoor PTZ Cameras, Model No. Panasonic- WV-CS570/WWV-CS574E	28 Nos.	
1.2	Outdoor PTZ Cameras, Model No. Panasonic - WV-CW960/WVCW964	10 Nos.	
1.3	Outdoor PTZ Cameras, Model No. INDIGOVISION- BX520.	06 Nos.	
1.4	Outdoor PTZ Cameras, Model No. INDIGOVISION - BX-500	02 Nos.	
1.5	Outdoor FIXED Cameras, Model No. INDIGOVISION - BX-600	01 Nos.	
1.6	IR Illuminators, Model No. RAYTEC - RM150-AL-PEANUT	08 Nos.	
1.7	Outdoor FIXED Cameras, Model No. INDIGOVISION - BX-620	02 Nos.	
1.8	Indoor fixed Camera, Model No. IndigoVision - BX-420	12 Nos.	
1.9	IR Dome Fixed Cameras, Model No. Samsung - SCV 2081R	20 Nos.	
1.10	IR Bullet Fixed Cameras, Model No. Samsung - SCV 2080R	08 Nos.	
1.11	MPEG4 Encoders, Model No. IndigoVision - IndigoVision 8000/9000	75 Nos.	
2	Earth excavation for the rectification of the cable (Power Cable /OFC Cable/ Video Cable)	Per meter (payment will be done as per the actual)	
3	Fault rectification of the power cable including underground waterproof power cable joint enclosure.	Per joints (payment will be done as per the actual)	
4	Fault rectification of the OFC cable including underground waterproof OFC joint enclosure.	Per core (payment will be done as per the actual)	
5	Laying of the new cables as mentioned in the RFP clause no.3.9.b	Per meter (payment will be done as per the actual)	

Compliance Matrix:

Compliance Statement (Should be filled and submitted online compulsory)

Sl.No.	Specification	Compliance (Yes/No)
1	Scope of Work: Maintenance of all the CCTV related equipment of MCF campus as listed in Annexure-1.	
2	<p>Submission of Proposals. The parties must submit their proposals before the due date to the office of Purchase and stores Officer- Purchase, Master control Facility, Hassan. The Proposal shall consist of two parts.</p> <p>Part 1: Technical and commercial bid should contain</p> <p>2.1.a) Statement of compliance with respect to each of our terms and conditions - with proper remarks.</p> <p>2.1.b) Commercial Terms and Conditions</p> <p>2.1.c) List of similar installation/maintenance works executed by the party including details of similar equipment.</p> <p>2.1.d) Company profile along with financial performance of the company for last three years.</p> <p>Part 2: Price Bid shall provide Annual cost for Comprehensive Maintenance Contract - Cost shall be maintained constant over entire contract period, including extensions if any. Party has to submit their price bid as per the price bid format attached in the Annexure-3.</p>	
3	Comprehensive Annual Maintenance Contract (AMC) terms and conditions for the lists of equipments installed in this facility are as attached in the Annexure-1.	
3.1	The Bidder shall be wholly responsible for the comprehensive maintenance of the systems along with programming changes.	
3.2	Preventive maintenance visits shall be made once in three months, During the visits the works to be carried out as mentioned in Annexure-2.	

3.3	Any number of break-down maintenance calls shall be attended to, with no additional costs.	
3.4	In the case of any problem, the system shall be attended within 24 hours of logging the complaint. If the unit has to be replaced/ repaired, the same should be carried out immediately, not exceeding 72 Hours from the date of analyzing the fault.	
3.5	The party shall carry out repair works for the faulty units. Party shall provide replacement for the faulty unit till they are repaired.	
3.6	Any permanent replacement items/ Equipments must be identical in terms of make and model. In case of obsolete items/equipments or unavailability of items/equipments the specifications of the replacement unit must be either equal or better than the equipment being replaced and the same must have the approval of competent authority.	
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3.15	For rectification, work of faulty cables involves earth excavation of soft soil and refilling with soil for the fault location.	
3.16	For Laying new OFC/LAN/Power cable work involves earth excavation of soft soil and filling with sand and baked bricks on top and sides and refilling with soil at desired location as per the diagram in a scope of work. Power cable/ OFC / LAN Cable will be provided by MCF Hassan.	
3.17	The Party shall provide total company profile.	
3.18	The Party shall provide the details of financial performance for past three years.	

3.19	The Party shall preferably have their base/operational office in Hassan / within 200km from Hassan.	
3.20	If any clarifications are required on the systems, configuration and/or scope of the works, the bidders may seek the same from MCF, in writing before bid opening.	
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3.27	The details furnished in this document shall not be shared for any other purpose with any other agencies.	
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