

कार्यालय संयुक्त संचालक एवं अधीक्षक गांधी स्मारक
चिकित्सालय रीवा म.प्र.
निविदा



2024—2025

“TENDER FOR OPERATIONAL AND COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CCTV AT SHYAM SHAH MEDICAL COLLEGE INCLUDING HOSPITALS (SGMH, GMH, OPD, SSB) AND ALL HOSTELS” (Second Invitation)

E-TENDER NO. 15 /2024-25

Price Rs. 3000/- (Thee thousand only)

ONLINE TENDER SCHEDULE

E-TENDER NO. 15/2024-25

<u>S.No.</u>	<u>Schedule</u>	<u>Start Date & Time</u>	<u>Expiry date & Time</u>
1.	Purchase Of Tender Online	02-07-2024 11.00 AM	16-07-2024 05.00 PM
2.	Bid Submission Online	02-07-2024 11.00 AM	16-07-2024 05.00 PM
3.	Technical Proposal Open	19-07-2024 11.00 AM	
4.	Financial Bid Open	SHALL BE INFORMED SEPARATELY	

E-mail-jdsupdtgmhrewa@rediffmail.com

Mob. no.- 07662-350106, 9617348113, 9644695933, 7747078415

पोर्टल में ऑनलाईन अपलोड किए जाने वाले दस्तावेजों की सूची:-

1. धरोहर राशि रूपये 25000.000 (पच्चीस हजार मात्र) ऑनलाईन जमा की रसीद।
2. मूल निविदा प्रपत्र हस्ताक्षर एवं सील सहित (Online purchased)
3. फर्म/संस्था के रजिस्ट्रेशन की छायाप्रति।
4. पैन कार्ड की सत्यापित छायाप्रति।
5. जी.एस.टी. रजिस्ट्रेशन की छायाप्रति।
6. वित्तीय वर्ष, 2021-22 एवं 2022-23(असेसमेंट ईअर 2022-23 एवं 2023-24) का आयकर रिटर्न जमा पावती।
7. वार्षिक टर्न ओवर संबंधी प्रमाण पत्र सी.ए. द्वारा जारी। (रु 30.00 लाख वार्षिक से कम नहीं होना चाहिये वित्तीय वर्ष 2022-2023)
8. 100 रु. के नान-ज्यूडिशियल स्टाम्प पर निर्धारित नोटराईज्ड घोषणा पत्र।
9. निविदाकार को शासकीय/अर्धशासकीय/कार्पोरेट संस्थाओं अथवा चिकित्सालयों में कैमरे की मँटेनेंस एवं एसेसरीज सप्लाई का 02 वर्ष का अनुभव।(निविदा प्रकाशन दिनांक के पश्चात संस्था द्वारा सत्यापित वर्क ऑर्डर एवं इस्टॉलेशन का अनुभव प्रमाण पत्र)

तकनीकी बिड हेतु प्रपत्र

स. क्र.	तकनीकी मापदण्ड हेतु अनिवार्य दस्तावेज	निविदाकार के द्वारा टिक किया जावे।		परीक्षण समिति द्वारा टिक किया जावे।	
		पृष्ठ क्र. दर्शाये	हां	नहीं	हां
1.	धरोहर राशि रूपये 25000.000 (पच्चीस हजार मात्र) ऑनलाईन जमा की रसीद।				
2.	मूल निविदा प्रपत्र हस्ताक्षर एवं सील सहित (Online purchased)				
3.	फर्म/संस्था के रजिस्ट्रेशन की छायाप्रति।				
4.	पैन कार्ड की सत्यापित छायाप्रति।				
5.	जी.एस.टी. रजिस्ट्रेशन की छायाप्रति।				
6.	वित्तीय वर्ष, 2021-22 एवं 2022-23(असेसमेंट ईअर 2022-23 एवं 2023-24) का आयकर रिटर्न जमा पावती।				
7.	वार्षिक टर्न ओवर संबंधी प्रमाण पत्र सी.ए. द्वारा जारी। (रु 30.00 लाख वार्षिक से कम नहीं होना चाहिये वित्तीय वर्ष 2022-2023)				
8.	100 रु. के नान-ज्यूडिशियल स्टाम्प पर निर्धारित नोटराईज्ड घोषणा पत्र।				
9.	निविदाकार को शासकीय/अर्धशासकीय/कार्पोरेट संस्थाओं अथवा चिकित्सालयों में कैमरे की मँटेनेंस एवं एसेसरीज सप्लाई का 02 वर्ष का अनुभव।(निविदा प्रकाशन दिनांक के पश्चात संस्था द्वारा सत्यापित वर्क ऑर्डर एवं इस्टॉलेशन का अनुभव प्रमाण पत्र)				

निविदाकर्ता संस्था प्रमुख के हस्ताक्षर

निविदाकर्ता संस्था प्रमुख का नाम

(स्पष्ट अक्षरो)

संस्था का नाम एवं पूर्ण पता एवं सील एवं मो.

**“Tender FOR OPERATIONAL AND COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT FOR CCTV AT SHYAM SHAH MEDICAL
COLLEGE INCLUDING HOSPITALS (SGMH, GMH, OPD, SSB) AND ALL
HOSTELS”
e-TENDER**

The tenderer firm must have at least five year experience and certified expertise of maintenance support as well as supply of different types of accessories in respect of CCTV in the Central Govt./ State Govt./ Govt. undertakings/ Autonomous Bodies/Semi-Govt./Govt./Hospital/institutions etc. Selected firm will have to render operational and comprehensive annual maintenance for the CCTV system of this office subject to adherence of the following terms and conditions.

1. **Period of Contract** CMC shall be for a period of 02 year from the date of issuance of award of contract/work order. First order will be given for one year. After completion of satisfactory work for one year it shall be extended for next year on same rate. CMC for all items may be extended for future period, if required, at same rate, terms and conditions, at the discretion of this office, subject to satisfactory performance of the agency.
2. **Credentials of the bidder-** The bidder must have at least one year experience during last 5 year for rendering maintenance service of CCTV at least Rs 20 Lakh/ Work order for CMC of CCTV more than Rs 10 lakh as well as supply of different types of accessories in respect of CCTV in the Central Govt./ State Govt./ Govt. undertakings/ Autonomous Bodies/Semi-Govt./Govt./Hospital/institutions etc.. Documents in that respect and work completion certificate must be attached.
3. **General Condition Of Contract**
 - 3.1 All CCTVs (OLD/NEW) shall be taken on “as and where installed” basis in running condition.
 - 3.2 The contractor shall ensure that all CCTV cameras to be in working conditions at the time of taking over present non-functional cameras.
 - 3.3 After completion of the contract, contractor shall hand over the system in perfect running condition (complete in all respects as per inventory)
4. **Commencement of Work** The Contractor is required to start the work within 7 days from the date of award/date of communication of acceptance of the tender. In case it is found that the work has not been taken up within 7 days from the date of acceptance of the tender or issue of the work order, the Hospital Authority may cancel the work order and forfeit the Security Deposit, deposited along with tender without any reference to the Contractor.
5. **Condition of Providing Manpower for surveillance and monitoring of CCTV camera footage in server room**
 - a. Minimum 12th pass or above with work experience minimum 1 year for cctv related work.



*** Tenderer must arrange Operators for surveillance & monitoring purpose of CCTV footage at SSB block and SGM hospital. Scope of work will be all premises under SSMC/GMH/SGMH/SSB BLOCK Rewa***

OPERATOR'S RESPONSIBILITY

- Daily cleaning and maintenance according to service programmed in operator's manual.
 - To keep the CCTV Cameras, TV Sets, NVR and all other equipments neat and clean.
 - To Inform the hospital authority if there is any problem in cameras or in any other equipments related to the operation/ surveillance System.
 - To maintain co-ordial relations with hospital management, Staff and authorities.
 - Shall clean all the lenses of the cameras.
 - All breakdown called to be attended promptly.
6. **The penalty amount per complaint will be as follow :**
- 6.1 Minor Faults (not rectified within 24 hour @ Rs 500/- per day.)
- 6.2 Major faults (not rectified without valid reason within 72 hours @ Rs 1000/- per day.)
- 6.3 In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority in case of failure by the contractor to rectify the complaints within the specified time.
- 6.4 Any damage to building or the part of the equipment during the operation must be repaired by the contractor.
7. In case cctv operator found absent from his duty following recovery shall be made from the tenderer's bill a) Operator @ Rs 300/- per person.

All prospective bidder are invited to submit their bids under the subject work as detailed below in accordance with the tender documents enclosed.

1. Application form – Annexure A
2. Scope of the work - Annexure B
3. Term and Condition - Annexure C
4. Format for technical bid – Annexure D
5. General instruction - Annexure E
6. Financial Bid Document - Annexure F



Annexure A
Application form

From

Date

To,
Joint director Cum Superintendent
SGMH/GMH
Rewa

Subject - "FOR OPERATIONAL AND COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CCTV AT SHYAM SHAH MEDICAL COLLEGE INCLUDING HOSPITALS (SGMH, GMH, OPD, SSB) AND ALL HOSTELS "

Ref. 1) Your tender Notice No.....
Date.....
2) EMD-DD No/Online.....Date.....For Rs.....

I/we have read the contents of the terms and condition mentioned in your tender schedule and its enclosures and agree to abide by the same. I/we have also examined the requisite specifications of three equipment to be maintained and my/our offer is to service and maintain the required materials/Equipment in accordance with the requisite specifications.
I/we quote the rate inclusive of all taxes, duties, transportation, etc. In complete.

(Signature and stamp of the bidder)



Annexure B

Scope of the work

- Service Provider will have to maintain and repair all hardware equipment related to CCTV. The annual maintenance contract is comprehensive including repair and replacement of defective parts, no separate bills shall be accepted from the service provider for any hardware & other item repairing or replacement pertaining cctv systems.
- Service provider will do the following before implementation -
 - a. will conduct detailed study of the requirements and perform a site survey.
 - b. examine and determine the requirements

Implementation

- a) Successful bidder will be responsible for the complete and comprehensive maintenance of cctv system including cameras and work station configuring and providing assistance to the personnel in understanding and operating the system. Diagnose the faults and rectify the defect detected (as mention page no.4 s.no. 6- **The penalty term and conditions:**)
- b) Repair/Replace the faulty part with same or more superior branded spare parts within 24hrs, no spares or other item will be provided by Hospital Authority.
- c) Carry out periodic checks and determine if any modification are to be made to better suite the working of CCTV work station at the premises in the future, and implement those modification as required with prior approval of the Hospital Authority.
- d) Preventive maintenance should be done on monthly basis and report of the same is required to be submitted to the Office of Dean/Superintendent, SGMH/GMH/SSB, REWA





Annexure C

Terms and Condition

1. The work consists of comprehensive maintenance and repair of CCTV system installed at SSMC/GMH/SGMH/SSB BLOCK in accordance with technical specification, terms and condition mentioned in tender documents.
2. The firm/Company must be registered with the registrar of Companies. The registration number of firm along with the GST registration number must be given in the tender bid. (Enclose necessary documents).
3. Certificate of authorized channel partner for sale and service of CCTV systems.
4. Conditional/ Unsolicited tender shall not be considered.
5. It shall be ensured that the spare parts/ items used for repair and maintenance are fault free (free from material, workmanship and manufacturing defects). The goods supplied shall be of the highest quality, consistent with the established and generally accepted standard.
6. Interested Bidders/ Parties/Firms should visit SSMC/GMH/SGMH/SSB BLOCK and inspect the CCTV systems installed before submitting the quotation and any query or clarification sought for ; they may approach superintendent.
7. The SSMC/GMH/SGMH/SSB BLOCK administration will not be responsible for any loss or damage to service providers material, equipments, tools etc.
8. Deployment of one trend technician during office hour. The onus of verification the attendants of the person deputed rests with the contractor/service provider and the contractor/service provider will be held responsible for any act of omission or mishap on the part of person deputed.
9. If the person deputed by contractor/service provider is found to be absent on his duties or not available at duty, daily wages will be deducted from the monthly bill of the contractor/service provider.
10. No other person except contractor/service providers authorised representative shall be allowed to enter the office premises.
11. In regard to the personal working in SSMC/GMH/SGMH/SSB BLOCK
 - a) The service provider should strictly follow the labour laws, minimum wages act , EPF, ESIC and other allied acts. The service provider should directly deal with the concerned department. The SSMC/GMH/SGMH/SSB BLOCK will not be responsible for any default.
 - b) The service provider will be fully responsible for safety, welfare and any accident during the work. The SSMC/GMH/SGMH/SSB BLOCK will not be responsible at any time.
 - c) The service provider shall not be entitled to make any claim whatsoever against the SSMC/GMH/SGMH/SSB BLOCK under or by virtue of or arising out of these contract, nor shall the SSMC/GMH/SGMH/SSB BLOCK entertain or consider any such claim, if made by the service provider.



- d) The service provider should provide proper uniform with company name.
12. Tenderer will have submit EMD online. After agreement 3—5% performance guarantee demand draft to be submitted in the name of CEO & DEAN SSMC Rewa.
 13. The service provider should quote the price for providing complete annual maintenance SSMC/GMH/SGMH/SSB BLOCK will not pay any advance or extra amount which is not mention in the financial bid.
 14. The successful service provider shall sign an agreement within 7 days of the receipt of order as prescribed by the SSMC/GMH/SGMH/SSB BLOCK accordance with term and condition of the tender on a Rs. 1000.00 non-judicial stamp paper. All legal expenses incidental thereto shall be borne by the service provider.
 15. The TDS will be deducted as per provision of the income tax law.
 16. Hospital authority is not bound to accept the lowest tender and also reserve the right to reject any or all tender at any time without assigning any reason.
 17. SSMC/GMH/SGMH/SSB BLOCK taking note of overall fact and circumstances can change add and relax any of the term and condition of his tender notice.
 18. The contract will be for maximum period of 1 year and the hospital authority reserve the right to extend the contract further subject to satisfactory performance of the contractor.
 19. Hospital authority reserve the right to terminate the contract at any time after giving due notice to the contractor in the event of unsatisfactory service or breach of contract at any respects the performance security amount will be forfeited accordingly.
 20. As per govt. norms/NMC guidelines work to shall be assigned to tendered/service provider/contractor .
 21. After termination of tender agreement tenderer will have to hand over "OK" report of all cameras and accessories in working condition and get NOC for the same.



निविदा की अन्य नियम एवं शर्तें

1. श्याम शाह चिकित्सा महाविद्यालय रीवा, संबद्ध चिकित्सालयो में स्वशासी समिति के खातों/लेखाओं की कंकरन्ट ऑडिट, ई-टी.डी.एस., जी.एस.टी., एन.पी.एस., ई.पी.एफ., आयकर तथा केन्द्र शासन से प्राप्त राशियों का उपयोगिता प्रमाण पत्र तैयार करने संबंधी कार्य हेतु ई-निविदा आमंत्रित की जाती है। निविदा प्रपत्र वेबसाइट <https://mptenders.gov.in/> पर आनलाईन भुगतान कर क्य किये जा सकेंगे। इसे चिकित्सा महाविद्यालय रीवा की वेबसाइट <http://www.SSMC/GMH/SGMH/SSB BLOCK rewa.com> में भी देखा जा सकेगा।
2. निविदा अवधि निविदा स्वीकृत के दिनांक से 02 वर्ष के लिये होगी। प्रथमतः 01 वर्ष हेतु कार्य आदेश जारी किया जावेगा तथा कार्य संतोषजनक पाये जाने पर निविदा अवधि में आगामी एक-एक वर्ष हेतु बढ़ाई जा सकेगी।
3. कार्य संतोषजनक न पाए जाने पर अधिष्ठाता चिकित्सा महाविद्यालय रीवा द्वारा एक माह को नोटिस देकर अनुबंध समाप्त किया जा सकेगा।
4. निविदा अवधि पूर्ण होने अथवा नवीन निविदा प्रभावशील होने तक यदि अनुबंधकर्ता के द्वारा बीच में कार्य बाधित किया जाता है, तो अधिष्ठाता चिकित्सा महाविद्यालय रीवा को परफार्मेंस गारंटी की राशि राजसात कर ब्लैकलिस्ट करने का अधिकार होगा।
5. आनलाईन निविदा जमा करने की निर्धारित अवधि के पश्चात प्राप्त निविदाएँ स्वीकार नहीं की जावेगी। आनलाईन निविदा फार्म क्य करने का मूल्य रु. 500.00 (पांच सौ मात्र) निर्धारित है यह राशि किसी भी दशा में वापसी योग्य नहीं है।
6. प्राइस बिड केवल ऑनलाईन ही भरी जावे तथा भारतीय मुद्रा में ही स्वीकार्य होगी।
7. कृपया प्राइस बिड भरने के पहले समस्त दस्तावेज एवं स्पेशिफिकेशन ध्यानपूर्वक पढ़ एवं समझ लें, उसके पश्चात ही निविदा भरें।
8. जिस निविदाकार की दरें स्वीकृत होंगी उससे परफार्मेंस गारंटी के रूप में अनुमानित वार्षिक लागत की 3-5 प्रतिशत राशि डीडी के रूप में अनुबंध करने के समय जमा करनी होगी।
9. अधोहस्ताक्षरी को किसी भी एक निविदा/सभी निविदाओं को बिना कोई कारण बताये अस्वीकृत करने एवं चिकित्सालय हित में निविदा शर्तों में संशोधन करने का अधिकार होगा।
10. वार्षिक कार्य मूल्यांकन में कार्य संतोषप्रद न पाये जाने पर निविदा समाप्त की जा सकेगी।
11. किसी संस्था की आडिट में अनियमितता संबंधी पुष्ट जानकारी पाये जाने पर निविदा अमान्य की जा सकेगी।
12. निविदाकार का एक कार्यालय रीवा में स्थापित होना अनिवार्य है ताकि किसी भी समय आवश्यकता पड़ने पर तत्काल बुलाया जा सके।
13. किसी भी कानूनी विवाद की स्थिति में न्यायालय रीवा होगा।

संयुक्त संचालक एवं अधीक्षक
गांधी स्मारक चिकित्सालय, रीवा म.प्र.

—घोषणा—पत्र—

(100/- रूपये के नान-ज्यूडिसियल स्टाम्प पेपर पर प्रस्तुत किया जाये)

1. मैं/हम भारत का/के नागरिक हूँ/है।
2. मैं/हम भारतीय संविदा अधिनियम के अनुसार निविदाकार्य के लिये सक्षम हूँ/है।
3. मुझे/हमें म.प्र. शासन के किसी भी विभाग द्वारा निविदा कार्य से बहिष्कृत नहीं किया गया है।
4. मैं/हम किसी ऐसे कान्ट्रेक्टर, जो कि म.प्र. शासन के किसी विभाग द्वारा बहिष्कृत किया गया हो, न तो अभिकर्ता हूँ/है और न ही उसके लिये कार्य करता हूँ/करते है।
5. मेरे/हमारे द्वारा चिकित्सालयों मे वाहन स्टैण्ड सुरक्षा व्यवस्था की गुणवत्ता ठीक न पाये जाने पर उससे जो नुकसान होगा, उसकी पूर्ण जिम्मेदारी मेरी/हमारी स्वयं की होगी।
6. मेरे/हमारे द्वारा निविदा की शर्तों के अलावा अन्य कोई शर्तें प्रस्तुत नहीं की गयी है। यदि अन्य कोई शर्तें प्रस्तुत की गयी है, तो उसे अमान्य माना जाये।
7. श्यामशाह चिकित्सा महाविद्यालय/संजय गांधी स्मृति चिकित्सालय/गांधी स्मारक चिकित्सालय रीवा के किसी अधिकारी/कर्मचारी से संबंध नहीं है।
8. मैं अपने कर्मचारियों को मिनिमम वेजेज एक्ट के प्रावधानों के अनुसार कलेक्टर रीवा द्वारा घोषित अकुशल दर पर भुगतान करूँगा।
9. मेरी/हमारी संस्था के विरुद्ध न तो एफ.आई.आर. दर्ज है और न ही किसी सक्षम न्यायालय में प्रकरण विचाराधीन है और न ही सक्षम न्यायालय द्वारा दोषसिद्ध घोषित किया गया है।
10. मैं बालश्रम अधिनियम/श्रम कानून के प्रावधानों का पूर्णतः पालन करूँगा।
11. मेरे द्वारा प्रस्तुत जानकारी सही है। असत्य पाये जाने पर मेरे विरुद्ध विधिसम्मत कार्यवाही किए जाने पर मैं स्वयं उत्तरदायी रहूँगा।

दिनांक:

(निविदाकार के हस्ताक्षर)

नाम—

पूरा पता—

फोन एवं मोबा. न.—

FORMAT FOR FINANCIAL BID(To be filled online)- Annexure F

SN.	Description of equipment for CMC per unit	Rate	GST	Total
1.	cameras installed at various places(Medical college, SGMH, GMH, Superspeciality) 4 MP IP Dome/Bullet camera. (CPPLUS brand)			
2.	2 MP IP HONEYWELL (DOME) WDP CAMERA			
3.	LG TV 32 inch in size installed at SGMH for viewing and capturing images & videos			
4.	AOC monitor 18.5 inch in size installed at different hostels(Boys & girls) for viewing and capturing images & videos			
5.	LG TV 32 inch in size installed at medical college for viewing and capturing images & videos			
6.	<u>Samsung TV installed at SSB for viewing and capturing images & videos</u>			
7.	CAT 6 Cable with PVC pipe in mtr			
8.	CAT 5 Cable with PVC pipe in mtr			
9.	CAT 6 Cable without PVC pipe in mtr			
10.	CAT 5 Cable without PVC pipe in mtr			
11.	Standard power cable			
12.	NVR 8 channel			
13.	NVR 16 channel			
14.	NVR 32 channel			
15.	NVR 32 channel Hikvision 4 sata for SSB			
16.	2 KVA UPS and battery for back up			
17.	HARD disk Drive Toshiba 1 TB			
18.	HARD disk Drive Toshiba 2 TB			
19.	4TB hard disk surveillance for SSB			
20.	HARD disk Drive Toshiba 4 TB			
21.	HARD disk Drive Toshiba 6 TB			
22.	POE switch 24 port Giga 25 FO port SSB			
23.	RJ 45 connector			
24.	POE switch 8 port			
25.	POE switch 16 port			
26.	DVR			
27.	CPU server			
28.	Firewall for security purpose			
29.	Public address system installed on each floor with speaker and microphone at control room			
30.	Network Rack			
29.	CCTV operator salary/month/staff			
30.	Annual CMC charges for 1 unit of CCTV camera (including all accessories)			

निविदाकार के हस्ताक्षर एवं पूरा पता