

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	26-04-2025 13:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	26-04-2025 13:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Health And Family Welfare
Department Name/विभाग का नाम	Department Of Health And Family Welfare
Organisation Name/संगठन का नाम	Central Health Service Ministry Of Health And Family Welfare
Office Name/कार्यालय का नाम	Safdarjung Hospital
क्रेता ईमेल/Buyer Email	bharatbhushan@vmmc-sjh.nic.in
Total Quantity/कुल मात्रा	3000
Item Category/मद केटेगरी	EOI for Supply, Installation and Commissioning of CCTV Camera in VMMC & SJH
GeMARPTS में खोजी गई स्ट्रिंग / Searched Strings used in GeMARPTS	EOI for Supply, Installation and Commissioning of CCTV Camera in VMMC & SJH
GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS	Modular Work Stations (V2)
अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification	<ul style="list-style-type: none"> • Camera for CCTV System (V3)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	53 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	420 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	2 Year (s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes

Bid Details/बिड विवरण	
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Past Performance/विगत प्रदर्शन	20 %
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Annual Maintenance Charges Required	Yes
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Required/वित्तीय दस्तावेज की आवश्यकता है।	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	Bank Of Baroda
EMD Amount/ईएमडी राशि	200000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	Bank Of Baroda
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	63

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

MEDICAL SUPERINTENDENT

Safdarjung Hospital, Department of Health and Family Welfare, Central Health Service Ministry of Health and Family Welfare, Ministry of Health and Family Welfare
(Medical Superintendent)

MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
5. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into

account for this criteria.

6. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

7. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

8. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 20% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
02-04-2025 10:00:00	IT SERVER ROOM, NEAR DRIVER OFFICE, SAFDARJUNG HOSPITAL, NEW DELHI-110029

EOI For Supply, Installation And Commissioning Of CCTV Camera In VMMC & SJH (3000 pieces)

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

Technical Specifications/तकनीकी विशिष्टियाँ

Buyer Specification Document/क्रेता विशिष्टि दस्तावेज़	Download
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Annual Maintenance	
Warranty of required product	5 Year
Annual Maintenance Charges Duration (Post Warranty)	5 Year
Annual Maintenance Charges Frequency	Annually

*Warranty displayed under the AMC/CMC Details section will supersede the warranty displayed under the catalog specification

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Puran Singh Bisht	110029,OFFICE OF THE MEDICAL SUPERINTENDENT SAFDARJUNG HOSPITAL NEW DELHI-110029	3000	180

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

- Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
- If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
- Make in india specific authorisation certificate needs to be enclosed.
- Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

- Generic**

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

IT SERVER ROOM, NEAR DRIVER OFFICE, SAFDARJUNG HOSPITAL, NEW DELHI-110029
IT SERVER ROOM, NEAR DRIVER OFFICE, SAFDARJUNG HOSPITAL, NEW DELHI-110029
IT SERVER ROOM, NEAR DRIVER OFFICE, SAFDARJUNG HOSPITAL, NEW DELHI-110029
IT SERVER ROOM, NEAR DRIVER OFFICE, SAFDARJUNG HOSPITAL, NEW DELHI-110029
IT SERVER ROOM, NEAR DRIVER OFFICE, SAFDARJUNG HOSPITAL, NEW DELHI-110029

- Generic**

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the

market and has at least 7 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

7. Generic

Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for 2 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

8. Generic

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

9. Generic

Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

10. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 50% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

11. Generic

The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the goods supplied. Besides standard accessories as per normal industry practice, following accessories must be part of supply and cost should be included in bid price:

YES

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12. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

13. OEM

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

14. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also

(besides PBG which is allowed as per GeM GTC). DD should be made in favour of

MEDICAL SUPERINTENDENT

payable at

MEDICAL SUPERINTENDENT, SAFDARJUNG HOSPITAL, NEW DELHI-110029

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

15. **Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

MEDICAL SUPERINTENDENT, SAFDARJUNG HOSPITAL, NEW DELHI-110029

. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

16. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

MEDICAL SUPERINTENDENT, SAFDARJUNG HOSPITAL, NEW DELHI-110029

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

17. **Financial Criteria**

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

18. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

19. **Purchase Preference (Centre)**

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 20% of total value.

20. **Turnover**

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

21. Turnover

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

22. Service & Support

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

23. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

24. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

25. Warranty

Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 10 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.

7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

Additional Clause For Annual Maintenance Charges

1. AMC charges to be indicated as percentage of cost of Product/Equipment quoted for each year after the warranty period.

2. GST shall be included in the AMC Charges quoted.

3. The AMC functionality shall be available in bid only and no direct RA shall be applicable. In case of bid to RA decrement rules shall be applicable on total price inclusive of AMC charges.

3.1 Buyer shall indicate number of years of warranty by selecting option of 1- 10 Years available in the field depending on warranty parameter applicable in category parameters for the equipment. The Seller while participating in Bid/RA will get fields to indicate AMC charges as percentage depending on number of years of AMC selected by Buyer. The following shall be applicable If 5 year AMC selected.

3.1.1 AMC charges for first year after warranty period – Percentage to be indicated- A1.

3.1.2 AMC charges for second year after warranty period – Percentage to be indicated A2.

3.1.3 AMC charges for third year after warranty period – Percentage to be indicated A3.

3.1.4 AMC charges for fourth year after warranty period – Percentage to be indicated A4.

3.1.5 AMC charges for 5th year after warranty period – Percentage to be indicated A5.

3.2 The calculation of AMC Charges shall take in to account of number of years of warranty and duration of AMC as specified while creating bid.

3.3 AMC charges to be indicated for each subsequent year should be same or higher than preceding year.

3.4 The AMC charges shall be offered within range of 3 to 10% of cost of equipment.

4. Since AMC charges are to be paid only later for each year during AMC period , applicable performance guarantee amount after placement of contract shall be based on the cost of product/equipment and not on basis of cost of equipment along with AMC Charges.

5. Performance bank guarantee applicable for AMC is to be submitted at start of the AMC and shall be applicable as 2.5% on the total contract value including AMC Charges The PBG submitted after award of contract shall be released only after new PBG for the AMC period is submitted and accepted by buyer/consignee after due verification. Bank guarantee for AMC is to remain valid till completion of AMC period plus one year .The bank guarantee for AMC shall be submitted to buyer directly.

6. In case of splitting of quantity product/equipment cost and AMC charges offered by L-1 in the evaluated cost shall be matched by higher quoting eligible bidders on one to one basis .The equipment cost shall be matched and AMC charges shall be matched year to year.

7. The AMC Contract shall be an offline contract to be handled by buyer. The payment of AMC will be made on AMC frequency (as indicated above) basis after satisfactory completion of said period, duly certified by end user and scope of AMC will be as per para 1 above.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

Document for Expression of Interest (EOI)



Document for Expression of Interest (EOI) for Supply, Installation and Commissioning of below items: CCTV for VMMC & Safdarjung Hospital, New Delhi

GeM Bid No.	XXXXXXXXXXXXXXXXXXXX
Pre-EoI Meeting Date, Time & Place	XX.XX.XXXX at XX:XX AM/PM VMMC & Safdarjung Hospital, Sri Aurobindo Marg, Opposite AIIMS, New Delhi-110029
Bid End Date	XX.XX.XXXX

Contact person: (During office hours 9.00 am to 4.00 pm (Mon-Fri)); 9.00 am to 1.00 pm (Sat))

For Technical query:

Dr. Gaurav Arora, Sr. CMO
Email: drgaurav@vmmc-sjh.nic.in
Tele: 011-26176990

For Commercial query:

Sh. Bharat Bhushan, AO (General Store)
Email: bharatbhushan@vmmc-sjh.nic.in
Tele: 011-26707242

Chapter-1 INTRODUCTION

VMMC & Safdarjung Hospital (VMMC & SJH), New Delhi, (a Subordinate Office under the Ministry of Health & Family Welfare, Govt. of India) invites sealed Expression of Interest (EoI) from leading, reputed, professionally & financially sound and duly registered companies /agencies /organizations with a proven track record and having capabilities for design, supply, installation, commissioning, and maintenance of below items:

1. CCTV Camera Network Surveillance

Chapter-2 GENERAL INSTRUCTIONS FOR BIDDERS

1. The Expression of Interest requires submission of a detailed solution, Technical Requirements, Specifications, and Budgetary quote for equipping VMMC & Safdarjung Hospital with below items:

1. CCTV Camera Network Surveillance

2. Mandatory Site Survey/Visit & Pre-EOI Meeting:

All the interested parties are requested to go through the tentative Scope of Work detailed in Chapter-3 and mandatorily visit the site during office working hours before Pre-EOI meeting with prior appointment of at least 02 days before the visit in order to understand the modalities such as design, site preparation, supply, installation, testing, training, along with operations and maintenance of physical and IT Infrastructure for below items:

1. CCTV Camera Network Surveillance

3. A Pre-EOI Meeting will be held on **XX.XX.XXXX at XX:XX AM/PM** at **VMMC & Safdarjung Hospital, Sri Aurobindo Marg, Opposite AIIMS, New Delhi-110029** for technical discussion/queries related to the requirement. Further clarifications (if any) regarding any aspect of the EoI (if any) will be provided to the Bidders consequently. Only the queries received on or within the date prior to the Pre-EOI meeting will be entertained and answered. All such clarifications, together with all details on which the clarification had been sought will be uploaded on the GeM portal and on the VMMC & SJH website.

Such clarifications shall form part of the EOI document. Bidder can send their queries to:

For Technical query:

Dr. Gaurav Arora, Sr. CMO

Email: drgaurav@vmmc-sjh.nic.in

Tele: 011-26176990

For Commercial query:

Sh. Bharat Bhushan, AO (General Store)

Email: bharatbhushan@vmmc-sjh.nic.in

Tele: 011-26707242

The representatives of the interested parties (restricted to two persons) may attend the Pre-EoI Meeting and conduct site survey at their own cost.

4. Eligibility Criteria: VMMC & SJH has set up minimum eligibility criteria for the bidding purpose. All the interested parties must meet the criteria mentioned at Annexure-T-I and on GeM Portal, before they apply for the e-bid (EoI) through online mode. The bidding parties meeting the criteria must enclose their supporting documents along with their technical proposal and budgetary quote on GeM Portal (<https://gem.gov.in>), failing which their bids will be summarily rejected and will not be considered any further.

5. Submission of EoI: VMMC & SJH invites online EoI in single packet bid (Technical Offer along with Budgetary Quotation). All the items/products/solutions required for the project should be suggested and included in the Bill of Material. The complete EoI shall be submitted within the stipulated date & time. No opportunity shall be given to Bidder to withdraw any offer at any stage after the submission of the Bids.

6. The EoI document can be downloaded from the GeM Portal (URL:<https://gem.gov.in>). Besides, EoI document reference can also be seen on the VMMC & SJH website (<https://vmmc-sjh.mohfw.gov.in/>). Prospective Bidders who have not enrolled/registered with the aforesaid portal shall have to enroll/register themselves before participating through the website of GeM (URL:<https://gem.gov.in>).

7. Any incomplete EoI received shall not be considered and will be summarily rejected in the very first instance without any recourse to the bidder and shall not be evaluated. All entries in the EoI should be legible and filled clearly, otherwise the proposal is likely to be rejected. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. The cuttings, if any, must be initialed by the authorized signatory.

8. Period of Validity of EoI: The proposals shall remain valid till 90 days from the date of opening of EoI. In exceptional circumstances, VMMC & SJH may ask for extending the period of validity and such a request shall be binding on Bidders. VMMC & SJH request and the response to such a request by various bidders shall be in writing.

9. Evaluation of EoI & Call for Presentation: After the opening of the proposal, the VMMC & SJH will examine the credentials of the firms, based on the submitted documents as per the eligibility criteria detailed in Annexure T-I and other eligibility criteria as mentioned in GeM Bid Document to shortlist the vendors. In case VMMC & SJH decides to seek further information/clarification, the same shall be provided by the bidder.

10. After evaluation of the eligibility criteria, the shortlisted vendors will be required to make a focused presentation on the company, expertise, experience in the relevant field, products with the proposed solution etc. to the Technical Committee of VMMC & SJH. The date of the presentation will be informed to the shortlisted vendors in advance.

11. Following the presentations, based on the proposed acceptable solutions, the VMMC & SJH will finalize the actual requirement along with specifications and cost implications and then a tender inquiry with two covers (Technical and Financial (BOQ)) will be floated on GeM portal for supply, installation, commissioning, testing below items:

1. CCTV Camera Network Surveillance

12. It must be noted that this EOI is published for obtaining technical offer along with the budgetary quotation for the procurement of below items:

1. CCTV Camera Network Surveillance

However, this EoI has been published without any financial commitment (Non-Committal EoI) from either side forwards any of the participating firms.

13. The Competent Authority of VMMC & SJH is not bound to accept the EoI if any technical discrepancies are found in the EOI. However, it reserves the right to accept/reject the EoI, and the decision of the Authority in this regard shall be final and binding on the Bidder.

14. If the product is available on GeM, GeM catalogue of the product to be attached. (or the specification sheet is required).

15. Amendment of Bid Document: At any time prior to the deadline for submission of proposals, VMMC & SJH reserves the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be published on the VMMC & SJH website and GeM Portal. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

16. Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for

3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year.

17. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid.

18. Preference to Make in India as per Make in India (MII) Policy of GoI / GeM. The 'Class-I local supplier' / 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made. Self-certification or Certification, whichever applicable as per MII Policy, to be submitted at the time of tender, bidding or solicitation.

19. The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

20. VMMC & SJH Reserves Right to reject any of all bids: The Competent Authority of VMMC & SJH reserves the right to reject any bid and to annul the bidding process and reject all bids at any time or discontinue this EOI process, without assigning any reason, at any time. Any effort by a bidder or bidder's agent / consultant or representative, whosoever described to influence the VMMC & SJH / in any way concerning scrutiny / consideration / evaluation of the bid shall entail rejection of the bid.

21. All Terms & Conditions as applicable to and related to GeM would be applicable.

22. Resolution of Disputes: If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Contract Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavour to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts, giving one month's notice period. The place of the arbitration shall be New Delhi. The proceedings of arbitration shall be in English language. The arbitrator's award shall be substantiated in writing. The arbitration tribunal shall also decide on the costs of the arbitration procedure.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Chapter-3 TENTATIVE SCOPE OF WORK OF EOI

- I. The proposed CCTV network is intended to extend the surveillance of the VMMC & Safdarjung Hospital based CCTV surveillance facility for monitoring at VMMC & Safdarjung Hospital. The surveillance network will be augmented in phases with the addition of new places of interest under surveillance. Currently there are about 413 Nos. Analog and 366 Nos. Digital CCTV cameras installed in different areas of the campus and these are to be integrated with the new proposed CCTV surveillance system.
- II. The proposed system shall be based on non-proprietary open standard (ONVIF) based integrated solution with network centric functional and management architecture. The total number of cameras required **3000 Nos approx.**
- III. The bidders shortlisted through the EoI will assist in setting up an integrated security surveillance system which would involve the design, supply, installation, testing, commissioning and 24/7 operations/maintenance for at least 5-years of an effective and state-of-art IP-based integrated CCTV security and surveillance system in the campus.
- IV. Scope of work includes survey, design, site preparation, supply, installation, testing, training, along with operations and maintenance of physical and IT Infrastructure for CCTV based Surveillance System across multiple sites spread across the campus as per the following: -
 - i. Detailed Site Survey of the desired areas of surveillance.
 - ii. Preparation and submission of Site Survey Reports.
 - iii. Preparation and submission of detailed solution document and network architecture including but not limited to the following components: -
 - a) PoE based IP CCTV Cameras having at least 4 MP or higher resolution and vandal resistant IP 65/IP 66 environmental protection. The cameras can be fixed (bullet/dome type), PTZ depending on the site requirement in different locations of the Institute as listed in the next section. The range of operation and operating condition will depend on the site conditions to provide a clear image of Full HD quality even in very low ambient light condition.
 - b) Dedicated (separate VLAN) CCTV Network is to be planned in the campus. This has to be realized using active network with necessary Layer 2/Layer 3 switches and passive network with UTP CAT6/7 cables on the optical fibre backbone.
 - c) Identifying the correct camera location, mounting arrangement, networking and power supply arrangement from the nearest designated ports at each location along with appropriate camera types as may be suitable for the site requirement.
 - d) Provision of monitoring the cameras signals in the central control room as well as localized monitoring at various department/ building levels. The monitoring location of each group of cameras will be provided by the Institute.
 - e) Control room setup for a cluster of cameras with recording and monitoring in a distributed architecture for the total surveillance system.
 - f) Suggestive (non-essential), Additional Items should be mentioned in bill of material with clear indication of “#” before name of item.

Functional Requirement of the Project:

The suggested system should have the following salient features:

- A. Day & Night online surveillance of the identified critical locations/busy public places on a 24x7x365 days basis.
- B. The cameras should consist of a combination of fixed and PTZ with Full HD or better quality in Day & Night Vision with good low light performance.
- C. The monitoring of cameras should be on real time basis in a central control room with possibility of localized monitoring at various department/ building levels.
- D. Option of redundant recording available at camera level, in case of power failure.
- E. The recorded video from all the cameras should be available in the storage for a period of minimum 30 days.
- F. Storage facility of recording should support back-up storage and archiving if required at the Central Monitoring Room.
- G. The surveillance system to ensure effective surveillance of the area as well as to create tamper proof video recording for post event analysis. It should be possible to export the video for evidence, playback and search recorded files, multi-level authorization and monitoring controls. It should support all ONVIF cameras.
- H. Active Layer 2/Layer 3 network and passive network should be planned separately for IP CCTV system on optical fibre backbone.
- I. Robust power infrastructure and power back up should be planned for all cameras and control room equipment.
- J. The recorded data should have redundancy built in for storage against failure of critical components.
- K. The existing CCTV surveillance systems in VMMC & Safdarjung Hospital about 413 Nos. Analog and 366 Nos. Digital cameras installed within the last 10 years at different places.
- L. The system should be scalable and possibility to add 3rd party IP cameras, monitoring stations, storage systems or other devices at a later stage.
- M. Protection of outdoor cameras from harsh environmental conditions like heat, dust, and heavy shower.
- N. Operation and maintenance manpower should be planned for a period of 5 years.
- O. On-site warranty and Post-Warranty Maintenance and spare parts support of all hardware, software and accessories.
- P. On-site service personnel shall be available during the warranty & post warranty. This includes the existing CCTV surveillance systems of the Institute.
- Q. All product proposed by the bidder must be of high quality and reputed make and having certification such as UL, EN, CE, RoHS, FCC, Gartner Quadrant listing etc. All camera products should be BIS certified products.
- R. OEM should be available in India last five years.
- S. OEM should ISO Certified of ISO 20000, ISO 9000:2015, ISO 27001:2013, ISO 14001:2015.
- T. While procuring new surveillance camera, units are advised to enquire about origin of cameras including those of subcomponents used. OEM using Chinese origin subcomponents should be avoided.
- U. Preparation and submission of bill of materials. All items/products/solutions required for a turnkey project should be suggested and included in the Bill of Materials to be submitted with the EOI.
- V. Submission of technical specification of all equipment and the solution proposed.
- W. Operational Manpower, and CMC: CMC, Maintenance, and Operational Manpower for the purpose of Technical Support in providing the CCTV Recording whenever required along with 24x7 functioning of cameras,
- X. All requirements and specifications mentioned in this document are tentative only, and may increase or decrease.

Scope of Work (SOW) for CCTV Camera (Qty. 3000 (Approx.) with 5 Year warranty

1. Supply of CCTV Surveillance System

The supplier is responsible for providing all necessary components, materials, and equipment as per the technical requirements outlined below:

a) CCTV Cameras

IMAGE SENSOR

Image Sensor Type	CMOS
Image Sensor Size	0.357 inch or better
Camera Image Sensing capacity (Picture Mode)	4 MP or better
Resolution	2592×1944 or better
Day/Night Capable	Yes
IR illumination Range(mtr)	30

CAMERA TYPE

Type of Camera Housing	DOME CAMERA
IP Camera	Yes

OPTICS

Lens Type	Fixed
Focal Length(mm)	2.8 or better
Iris Control	Fixed iris
Focus Mode	Auto, Manual

VIDEO

Frame Rate (fps)	30
Video Compression	H.265
Video Streaming	Quad Compressed Stream

PAN / TILT / ZOOM

Digital Zoom	16X
---------------------	-----

AUDIO

Audio Support	Yes
Audio Compression	G.711, G.726
Audio Streaming	Two-Way
Number of Audio Input Channel	1
Number of Audio Output Channel	1
External Microphone Support	Yes

ALARM

Alarm Support	Yes
Number of Alarm Digital Input	1
Number of Alarm Relay Output	1
Pre/Post Alarm Buffer	Yes

SECURITY

Multi Level User ID/Password	Yes
IP Address Filtering	Yes
Encrypted Data Transmission	HTTPS (SSL/TSL)

PERFORMANCE

Minimum Illumination for Capturing Colour Image	0.01 lux or better
Electronic Shutter Speed(sec)	1/25 to 1/50000
WDR (Wide Dynamic Range)	120 dB True WDR
SNR (Signal to Noise Ratio)	70-80
Auto Exposure	Auto Level Control, Electronic Level Control

Additional Specification Parameters – Camera for CCTV:

Specification Parameter Name	Bid Requirement (Allowed Values)
Feature-1 Cyber Security	Secure boot, Signed firmware, IP Address Filtering, HTTPs Streaming using TLS 1.2, Edge Data Encryption, Network Authentication, Secure Firmware Upgrade, Anti-roll back firmware, Web login Password protection, Unused debug interface protection
Feature-2 Data Encryption	All data, including sensitive data, is encrypted with AES 256 and RSA 2048
Feature-3 BIS Certificate	BIS Certificate as per Indian Standard: 13252 should be available with CCTV OEMs.
Feature-4 OEM Criteria	1. With reference to Order (Public Procurement No. 1) issued vide No. F.No.6/18/2019-PPD dated 23rd July, 2020, OEM and Bidder should not be from such a country that shares Land Border with us. OEM and Bidder should submit the declaration against this clause.

b) **Cables and Accessories**

- **Network Cables:** Cat6 Ethernet outdoor cables for PoE cameras
- **Conduits and Trunking:** For proper cable management and protection
- **Mounting Accessories:** Camera brackets, wall mounts, ceiling mounts, and screws

2. **Installation Services**

The supplier shall provide all necessary manpower, tools, and equipment for the installation of the CCTV surveillance system at the specified locations. The scope of installation includes:

a) **Site Survey and Planning:**

- Conduct a detailed on-site survey to determine the optimal camera placement and layout, considering coverage areas, lighting conditions, and potential blind spots.

- Identify potential mounting locations for cameras (walls, ceilings, poles).
 - Plan cable routes for minimal disruption, ensuring proper placement of conduits, and integration with existing infrastructure.
 - b) **Installation of Cameras:**
 - Install cameras at the identified locations, ensuring proper angles, coverage, and unobstructed views.
 - Securely mount cameras using brackets and ensure weatherproofing for outdoor cameras.
 - c) **Cabling and Connectivity:**
 - Lay network or power cables as per the planned cable routes, including using conduits for cable protection where necessary.
 - Ensure proper termination of cables (RJ45 connectors for network cables).
 - Manage all cables effectively to avoid clutter and potential damage.
-

3. Testing and Configuration

Once the installation is complete, the supplier will conduct comprehensive testing and configuration to verify the functionality of the system:

- a) **Camera Testing:**
 - Check all cameras for proper power and connectivity, ensuring live video feeds are visible on the monitor.
 - Verify that the camera placement provides the required coverage and adjust the angle or zoom if necessary.
 - Test the infrared (night vision) capabilities of cameras in low-light or no-light environments.
 - Test PTZ cameras for full-range movement (pan, tilt, and zoom functions) and ensure remote control functionality.
 - b) **Connectivity and Network Testing:**
 - Ensure the CCTV system is properly connected to the network and that footage can be accessed remotely if required.
 - Test remote access features (via VMS or mobile app) to confirm secure viewing from off-site locations (with username and password).
 - Test video streaming performance over the network, ensuring no lag or buffering issues.
 - User Account Privileges: View only, and Admin.
 - c) **Motion Detection and Alerts Testing:**
 - Test motion detection features by setting different sensitivity levels and ensuring that the system triggers alerts or recordings when motion is detected in monitored areas.
Verify that the alert system (email/SMS notifications) functions as expected.
-

4. Commissioning and Handover

Upon successful installation and testing, the commissioning and handover phase will begin, including the following:

- a) **Demonstration and Training:**
 - Provide a demonstration of the fully functional CCTV system, explaining the operation of each component, including cameras
 - Offer user training to security personnel on how to monitor live feeds, access recorded footage, and troubleshoot minor issues.
 - Educate operators on configuring alerts, adjusting camera settings, and using remote access tools.

- b) **Documentation:**
 - Deliver complete documentation for the CCTV system, including installation drawings, camera placement maps, network configuration settings, and admin credentials.
 - Supply warranty certificates and service level agreements (SLA) covering the equipment and services.
 - c) **Final Inspection and Client Sign-off:**
 - Conduct a joint inspection with the client to ensure all aspects of the CCTV surveillance system meet the required specifications.
 - Address any issues identified during the inspection and make any final adjustments.
 - Obtain final approval from the client, marking the completion of the project and handover of the system.
-

5. Support and Maintenance

Post-installation, the supplier will provide ongoing support and maintenance to ensure the CCTV system operates optimally. This includes:

- a) **Warranty and Repairs:**
 - Offer warranty coverage for cameras, covering repairs or replacements as needed.
- b) **Preventive Maintenance:**
 - Perform routine maintenance, including cleaning cameras, checking connections, and testing backup systems.
 - Conduct periodic inspections to ensure cameras are aligned correctly and operating at optimal performance levels.
- c) **Technical Support:**
 - Provide remote and on-site support for system troubleshooting, configuration changes, and performance optimizations.
 - Offer hotline services for immediate technical assistance.
- d) **Upgrades and System Expansion:**
 - Offer future upgrade services for adding new cameras, enhancing storage, or integrating the system with other security systems.
 - Ensure all upgrades maintain compatibility with the existing system.
 - Suggestive (non-essential), Additional Items should be mentioned in bill of materiel with clear indication of “#” before name of item.
 - Preparation and submission of bill of materials. All items/products/solutions required for a turnkey project should be suggested and included in the Bill of Materials to be submitted with the EOI.
 - Submission of technical specification of all equipment and the solution proposed.

Financial Capability

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 years old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

#	Product Name	Average Annual Turn Over (Last Three Years)
1.	CCTV	20 Lakhs

OEM Turnover Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 years old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

#	Product Name	Average Annual Turn Over (Last Three Years)
1.	CCTV	150 Lakhs

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

Please provide details as below

#	Product Name	OEM	Model Number
1.	CCTV		

**VMMC & Safdarjung Hospital,
New Delhi**

Annexure-T-I

Chapter-4 Technical Bid-Pre-qualification Criteria (Annexure – I to VI) Checklist for Technical Bid (Annexure-T-I)

<u>Sr. No</u>	<u>Pre-qualification criteria</u>	<u>Documents to be provided</u>	<u>Mention Page Numbers</u>	
			<u>Attached (Y/N)</u>	<u>Page No.</u>
1.	The prospective Bidder shall be an Indian entity registered and operating in India under the appropriate Laws of India.	Registration Certificate of Business.		
2.	Bidder must have GST registration certificate issued by the Competent Authority	Attested copy of GST registration certificate.		
3.	Bidder must have PAN/TAN/GIR card.	Attested copy of PAN/GIR/TAN Card		
4.	Bidder's Details	Annexure-I [On the letterhead of the Bidder]		
5.	Declaration of Bidder	Annexure-II [On the letterhead of the Bidder]		
6.	Declaration regarding Blacklisting/Non- Blacklisting	Annexure-III [On the letterhead of the Bidder]		
7.	Financial Capability of Bidder	Annexure-IV [On the letterhead of the Bidder]		
8.	Details of Firm's Experience of similar services	Annexure-V [On the letterhead of the Bidder]		
9.	OEM's Authorization Form	Annexure-VI [On the letterhead of the OEM]		

The bidder is required to submit the self-attested photocopies of the following documents along with the Technical Bid, failing which their bids may be summarily/outrightly rejected and may not be considered:

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

**VMMC & Safdarjung Hospital,
New Delhi**

Annexure-I

BIDDER's DETAILS (Annexure-I)

[On the letterhead of the Bidder]

1	Name of the Firm/Company		
2	Offered Product Name, Make and Model		
3	Name and Designation of Authorized Signatory		
4	Office Address of the Firm/ Communication Address:		
5	Phone No. / Mobile No:		
6	E-Mail ID:		
7	GST registration Number:		
8	PAN Number:		
9	Firm's Bank Account details	Bank Account No.:	
		Name of the Bank:	
		IFSC Code No:	
		Name of Branch:	
Particular Details of the Bidder's Representative			
10	Contact Person: / Mobile No:	Name of Person:	
		Designation:	
		Tele / Mobile No:	
		E-Mail ID:	

Authorized Signatory (signature in full): _____

Name and Title of Signatory: _____

Company Rubber Stamp: _____

**VMMC & Safdarjung Hospital,
New Delhi**

Annexure-II

DECLARATION OF BIDDER (Annexure-II)

[On the letterhead of the Bidder]

I, _____ Son/Daughter/Wife of _____ Resident of _____

_____ Proprietor / Director / Authorized Signatory
of the Company / Firm, mentioned above, is competent to sign this declaration and execute this EOI document;

I/We hereby certify that I/We have read the entire terms and conditions of the EOI documents from Page No. _____ to _____ (including all documents like annexure(s), etc.,). I/We shall abide hereby by the terms / conditions / clauses contained therein.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my EOI at any stage besides liabilities towards prosecution under appropriate law.

The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this declaration letter.

I/We hereby unconditionally accept the EOI conditions of above-mentioned EOI document(s) in its totality / entirely.

In case any provision of this EOI is found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this EOI/bid including the forfeiture of the full said _____ deposit absolutely.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

**VMMC & Safdarjung Hospital,
New Delhi**

Annexure-III

DECLARATION REGARDING BLACKLISTING/NON-BLACKLISTING (Annexure-III)

[On the letterhead of the Bidder]

I /We Proprietor / Partner (s) / Director (s) of M/s hereby declare that the firm/ company namely M/S.has not been blacklisted or debarred in the past by any Government Department/State Govt./PSU/Municipal Corporation/other Govt. Bodies from taking part in Government EOIs as on date of submission of proposals.

Or

I / We proprietor / partner (s) / Director (s) of M/S... hereby declare that the firm / company namely M/S... was blacklisted or debarred by any Government Department/State Govt./PSU/Municipal Corporation/other Govt. Bodies from taking part in Government EOIs for a period ofyears w.e.f. The period over on And now the firm / company is entitled to take part in Government EOI. In case, the above information is found false, I/we am/are fully aware that the EOI / contract will be rejected / cancelled by VMMC & Safdarjung Hospital, New Delhi and EMD/Performance Bank Guarantee shall be forfeited. In addition to the above VMMC & Safdarjung Hospital, New Delhi will not be responsible to pay the bills for any completed / partially completed work.

Signature:

Name:

Capacity in which as signed:

Name & address of the firm:

Seal of the firm should be affixed.

.....

Dated:

Signature of Bidder with seal.

In case of proprietorship firm, certificate will be given by the proprietor, and in case of partnership firm, certificate will be given by all the partners, and in case of limited company by all the Directors of the company or company secretary on behalf of all directors.

**VMMC & Safdarjung Hospital,
New Delhi**

Annexure-IV

FINANCIAL CAPABILITY OF BIDDER (Annexure-IV)

[On the letterhead of the Bidder]

Annual turnover details of the Bidder from [insert relevant details]

#	Financial Year	Turnover in Indian Rupees	Document Page No.
1	2021-2022		
2	2022-2023		
3	2023-2024		

*Audited Balance Sheet and Profit & Loss Account Statement of the Bidder for each of the above-mentioned financial years shall be submitted as supporting evidence.

1. Please affix the signature of the authorized signatory of the Bidder with name, designation, seal and date here. **2. Please affix the signature of the authorized signatory of the statutory auditor of the Bidder with name, designation, seal and date here.**

Authorized Signatory

(Signature in full): _____

Authorized Signature of Statutory Auditor: _____

Name and title of Signatory: _____

Stamp of the Company: _____

Stamp of the Firm: _____

**VMMC & Safdarjung Hospital,
New Delhi**

Annexure-V

Details of works of similar type executed by the Bidder (Annexure-V)

[On the letterhead of the Bidder]

Sl. No.	Name of the Company	Work Description	Ref. & Date of the order	Work Order Value	Contract Period	Page No

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

- Copies of work orders should be attached with this information. In absence of documentary evidence, bid is liable to rejected.
- If necessary, separate sheet may be used to submit the information.

**VMMC & Safdarjung Hospital,
New Delhi**

Annexure-VI

OEM's Authorization (Annexure-VI)

[On the letterhead of the OEM]

OEM's Name _____

[Address and Contact Details]

Date.....

The Medical Superintendent
VMMC & Safdarjung Hospital,
New Delhi - 110029

Dear Sirs,

Ref. Your EOI Document No for Procurement of below items:

#	Product Name
1.	CCTV

We,, are proven and reputable manufacturers of the Products mentioned above as per EOI. We have factories/branches at We, hereby, authorise Messrs. (name and address of the authorised dealer) to submit a bid, process the same further and enter into a contract with you against above referred EOI Process for supply, installation, commissioning, and maintenance of below items:

#	Product Name
1.	CCTV

subject requirement manufactured by us. Their registration number with us is, dated / since.....

We further confirm that no Bidder or firm or individual other than Messrs. (name and address of the above-authorised dealer) is authorized for this purpose.

As principals, we commit ourselves to extend our full support for warranty obligations, as applicable as per the EOI Document, for the requirement offered for supply by the above firm against this EOI Document.

Our details are as under:

1. Name of the Company:
2. Complete Postal Address:
3. Pin code / ZIP code:
4. Telephone Nos.:
5. Mobile Nos.: (with country / area codes):
6. Contact persons / Designation:
7. Email IDs:

We enclose herewith, as appropriate, our ----- (Bye-Laws / Registration Certificate / Memorandum of Association / Partnership Agreement / Power of Attorney / Board Resolution)

Yours faithfully,

.....

[signature with date, name, and designation]

for and on behalf of Messrs.....

[name & address of the OEM and seal of company]