



**CSIR-CENTRAL FOOD TECHNOLOGICAL RESEARCH INSTITUTE**  
**(CSIR-Council of Scientific & Industrial Research) CHELUVAMBA**  
**MANSION, MYSORE-570 020**

**A3/80184/CAMC/CISCO CCTV Surveillance Network /2022-2023**

**07<sup>th</sup> June, 2022**

**Notice inviting tender for entering into CAMC for CISCO CCTV Surveillance Network system**

**CSIR-Central Food Technological Research Institute (CFTRI), Mysore** is a pioneer public funded R&D Institute in Food Science & Technology. CSIR-CFTRI is one of the constituent laboratories under the aegis of **Council of Scientific & Industrial Research (CSIR), Ministry of Science & Technology, Government of India**. CSIR-CFTRI intends to enter into an **CAMC for CISCO CCTV Surveillance Network system** for the FY: 2022-2023 (01.07.2022 to 30.06.2023). In this regard, the OEM/Authorized Service Provider is requested to submit the quotations duly signed by Authorised Authority for the categories of items as mentioned below:

	<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
1	CON-SNT-CIVS4IPC	SNTC-8X5XNBD Cisco Video Surveillance IP Camera, 5MP, Bullet Camera	2
2	CON-SNT-CIVS8IPC	SNTC-8X5XNBD Cisco Video Surveillance IP Camera, 5MP, Dome Camera	10
3	CON-SNT-WSC28PCL	SNTC-8X5XNBD Cisco Catalyst 2960-CX 8 Port PoE, LAN B	1
5	CON-SNT-CPSM2AIG	SNTC-8X5XNBD Cisco 12Gbps SAS 512MB FBWC Cache module	1
6	CON-SAS-LCPSVMX7	SW APP SUPP E Delivery license for VSM Express limit	1
7	CON-SNT-CPSS1UK9	SNTC-8X5XNBD Cisco Connected Safe	1

Kindly upload your bid at Central Public Procurement Portal (URL: <https://etender.gov.in/eprocure/app>) as per the given below terms & conditions:

## TERMS AND CONDITIONS:

1. The bidders are required to submit soft copies of their bids electronically on the CPPP Portal, using valid Digital Signature Certificates. The bidder must be registered on the CPPP Portal, prepare their bids in accordance with the requirements along with the **OEM authorization letter** as per **Annexure-II** and uploading their bids online on the CPPP Portal.
2. The acceptance of the quotation will rest with the competent authority of CSIR-CFTRI, Mysuru, who does not bind himself to accept the lowest quotation and reserves the right to himself to reject, or partially accept any or reject all the quotations received without assigning any reasons.
3. Your offer shall be valid for ninety days from the date of opening of the quotations. No revision in price will be allowed after opening the quotation.
4. **Prices are required to be quoted in the unit indicated in the enquiry.** Quantity, discount and any statutory levy should be indicated **and uploaded at the appropriate cover along with the technical bid.** Please quote **final offer in the mandatory BOQ, XLS format please be uploaded against the tender.**
5. Unsolicited/conditional/Unsigned tenders shall not be considered.
6. The Comprehensive AMC for **CISCO CCTV Surveillance Network system** shall remain valid for one year. However, extendable for one more year based on the performance in case of exception.
7. The CAMC firm shall employ only Indian National above 18 years of age after verifying their antecedents and loyalty. It is your responsibility to comply with the statutory requirements of safety precaution and payment on compensation.
8. CSIR-CFTRI, Mysuru is not responsible for any disability or casualty caused to workers while performing the assigned job and payment on compensation.
9. The Bidder shall indemnify CSIR of all claims made against CSIR under any circumstance.
10. If the work is found unsatisfactory or if the firm dishonors the contract, the job will be entrusted to any other firm/party at the risk/expense of the firm.
11. You will be responsible for adhering to all the terms & conditions of the comprehensive AMC.
12. The Lab / Institute reserves the right to enter into Comprehensive Annual Maintenance Contract with one or more supplier for the same item.
13. The payment to the party will be made quarterly upon submitting the satisfactory report of service endorsed by the ITS&CS department.
14. **Scope of Work:**  
The CAMC includes Troubleshooting of CCTV cameras in case of malfunctioning/failure, PM visit every alternate months and update firmware on CCTV SASD server and all the cameras. Breakdown calls to be attended NBD including rectification with respect to passive connectivity.

## GENERAL MAINTENANCE:

- a. All the Network CCTV cameras have to be maintained in proper & original working condition.
- b. On inspection / communication / login of complaint, repair / servicing is to be done immediately, if any defect is found in any of the CCTV Surveillance system.
- c. After Repair / Servicing of the Cameras, the same shall work in its original condition.
- d. All materials, tools, parts, instruments, etc., including consumable or non-consumable parts required for the maintenance are to be arranged by the authorised service provider at his own cost. Institute, will not provide anything to the service provider.

- e. The service provider maintains all the required spares during the contract period in order to have very least down time.
- f. Replaced parts shall be of OEM make.
- g. No cartage charges for removing / transporting of machine from office to workshop and vice versa shall be paid by the Institute.
- h. The service provider shall be responsible for handing over all the network switches in working condition along with all the accessories to the Institute and the cost of shortcoming, if any shall be borne by the outgoing service provider.
- i. List of inclusions and exclusion of the contract should be mentioned. Also, the price of exclusions to be furnished along with the quote.

**PREVENTIVE MAINTENANCE:**

- i. Preventive Maintenance should be done bi-monthly.
- ii. Pro-active measures should be taken to prevent the failure.
- iii. Periodic servicing of CCTV Surveillance network system to ensure their proper functioning without break.

**BREAKDOWN CALLS:**

- i. If any Network switches goes down same will have to be set functional within 48 hours failing which, the firm has to arrange for the alternative system till it is repaired.
- ii. The team of Engineers shall always available in the vicinity and that any call would be attended within 08 hours.
- iii. Any complaints should be attended immediately with least down time which will be less than 08 hours.
- iv. Shall provide standby whenever needed and such standby/replacement will be of the same brand and it would be affected within 02 to 03 days.
- v. The CAMC is for repair / providing and fixing of any component at free of cost.

**10. PAYMENT TERMS:**

- i. Payment will be made on quarterly basis against submission of service report endorsed by ITS&CS.
- ii. Taxes / Statutory levies (IT-TDS and GST-TDS) if any will be deducted as per rules.
- iii. The bill may be raised in the name of the Director, CSIR-CFTRI, Mysuru - 570020.
- iv. Your bill should indicate your PAN/TIN/Service Tax numbers in all your bills.
- v. No payment will be made in case of any network switches are not working for more than a week and also when no standby is provided.
- vii. No charges shall be entertained / paid for providing & fixing of any components.

11. Your CAMC offer with terms & conditions if any, with service providers name and address should be given while uploading the bid. Clearly indicate the Tax applicable in your quotation.

12. Prices are required to be quoted in rupees clearly mentioning of basic cost, taxes, etc.,

13. No price negotiation will be entertained in normal course of action. However, in exceptional cases, the L1 may be called for T/C negotiation.

14. Please furnish a list of Indian clients with their satisfactory performance certificates, if any.
15. Details of service support facilities that would be provided during the service period should be submitted in the Service Support Details Form. The bidder must have one support service facility at Mysuru/Bengaluru and should be in a position to attend to the system within 24 hours of lodging a call for service.
16. The OEM will assume total responsibility for the fault-free operation of network switches, application software, if any, and maintenance during the service period.
17. Bidders who do not meet the criteria given above are subject to be disqualified, if they have made untrue or false representation in the forms, statements and attachments submitted in proof of the qualification requirements or have a record of poor performance, not properly completing the contract, inordinate delays in completion or financial failure, etc.
18. Bidder should submit valid documentary proof of GSTN and the details of income tax registration (PAN).
19. The bidders who have been temporarily suspended or removed from the list of registered suppliers by the purchaser or banned from Ministry/country wide procurement shall be ineligible for participation in the bidding process.
20. The Bidder should not have been referred to BIFR (Board for Industrial & Financial Reconstruction) or declared bankrupt by any statutory body.
21. The Bidder is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Purchaser for the fulfilment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.
22. The vendor must fulfil the above pre-qualification conditions. Technical bid of vendors fulfilling the pre-qualification conditions will only be evaluated by the duly constituted technical evaluation committee. Bid of vendors not fulfilling the Eligibility– Criteria and Pre-Qualification requirements given above will be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
23. The mode of dispatch of the items must be mentioned clearly in the technical Bid.
24. LD Clause: The applicable rate is 0.5% per week subject to a maximum of 10% of the contract price/undelivered item / period when no service was provided.
25. Payment will be made to the suppliers through RTGS, please inform your Bank details for RTGS Payment.
26. Bank Guarantees for EMD/PBG etc., wherever applicable, shall be submitted from any nationalized/scheduled bank. In case of issue of such guarantees by a foreign bank, then the same should be confirmed by any Nationalized or scheduled bank located in India. The formats of bank guarantee required if any, may be obtained on request. The banks issuing the guarantees must be requested by the bidder to immediately send a unstamped duplicate copy of the guarantee by registered post (A.D) directly to the purchaser with a covering letter, to facilitate its verification.
27. All disputes arising out of this shall be settled as per UNCITRAL laws. The venue of arbitration should be in accordance with UNCITRAL or arbitration rules of India, whereby it may be in India or in any neutral country.
28. Tender conditions (printed on the reverse), if any, or otherwise sent along with the tender shall not be binding on us.
29. All the above instructions and our standard terms and conditions must be complied failing which your offer may be liable for rejection.

30. For detailed other General terms and conditions please see our website [www.cftri.res.in](http://www.cftri.res.in) which are also applicable for this Tender.

Yours faithfully,

Controller of Stores & Purchase  
For and behalf of CSIR  
Instructions for Online Bid Submission

**Bidder Information Form**

- (a) *The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted. This should be done of the letter head of the firm]*

Date: *[insert date (as day, month and year) of Bid*

*Submission]* Tender No.: *[insert number from Invitation*

*for bids]*

Page 1 of \_\_\_\_\_ pages

01.	Bidder's Legal Name <i>[insert Bidder's legal name]</i>
02.	In case of JV, legal name of each party: <i>[insert legal name of each party in JV]</i>
03.	Bidder's actual or intended Country of Registration: <i>[insert actual or intended Country of Registration]</i>
04.	Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
05.	Bidder's Legal Address in Country of Registration: <i>[insert Bidder's legal address in country of registration]</i>
06.	Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
07.	Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> Articles of Incorporation or Registration of firm named in 1, above.

Signature of Bidder \_\_\_\_\_

Name \_\_\_\_\_

Business Address \_\_\_\_\_

Annexure-II

MANUFACTURERS' AUTHORIZATION FORM

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer and be enclosed with the technical bid.

Date: [insert date (as day, month and year) of Bid Submission]  
Tender No.: [insert number from Invitation For Bids]  
To: [insert complete name and address of Purchaser]

WHEREAS we .....[insert complete name of Manufacturer], who are official manufacturers of .....[insert type of goods manufactured], having factories at.....[insert full address of Manufacturer's factories], do hereby authorize ..... [insert complete name of Bidder] to submit a bid the purpose of which is to provide the following Goods, manufactured by us .....[insert name and or brief description of the Goods], and to subsequently negotiate and sign the Contract. We hereby extend our full guarantee and warranty in accordance with Clause 2.21 of the General Conditions of Contract, with respect to the Goods offered by the above firm.

Signed: [insert signature(s) of authorized representative(s) of the Manufacturer]  
Name: [insert complete name(s) of authorized representative(s) of the Manufacturer]  
Title: [insert title]

Duly authorized to sign this Authorization on behalf of: .....  
[Insert complete name of Bidder]

Dated on \_\_\_\_\_ day of, \_\_\_\_\_ [insert date of signing]

Annexure–III

**PRICE REASONABILITY CERTIFICATE (to be submitted on firm's letterhead)**

This is to certify that we have offered the maximum possible discount to you in our Quotation No. \_\_\_\_\_ dated \_\_\_\_\_ for (Currency) \_\_\_\_\_. We would like to certify that the quoted price are the minimum and we have not quoted the rates for Spares/Service/AMC (please strike whichever is not applicable) at lesser rates than those being offered to CSIR-CFTRI, to any other customer nor will do so till the validity of this offer or execution of Purchase Order/work order/AMC (please strike whichever not applicable), whichever is later.

Seal and Signature of the tenderer



Annexure-IV

Format for declaration by the Bidder for **Code of Integrity** & Conflict of interest (On the Letter Head of the Bidder)

Ref. No:

Date

To, (Name & address of the Purchaser)

Sir,

With reference to your Tender No. \_\_\_\_\_ dated \_\_\_\_\_ I/We hereby declare that we shall abide by the Code of Integrity for Public Procurement as mentioned under Para 1.3.0 of ITB of your Tender document and have no conflict of interest. The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

- a .....
- b .....
- c .....

We undertake that we shall be liable for any punitive action in case of transgression/ contravention of this code.

Thanking you,

Yours sincerely,

Signature (Name of the Authorized Signatory)

Company Seal

Annexure–V

Format for declaration by the **Bidder on Non-applicability of Exclusion from Restrictions under Rule 144 (xi)** of the General Financial Rules (GFRs), 2017 (on Letter Head of the bidder)

(Ref: - Govt. of India, Ministry of Finance, Dept. of Expenditure Order No. F.No.6/18/2019-PPD dated 23.07.2020 {Public Procurement No.1} and subsequent orders on the subject)

Ref. No: \_\_\_\_\_ Date \_\_\_\_\_

To,

The Director,  
CSIR-CFTRI,  
Cheluvamba Mansion  
Opp. Railway Museum, KRS Road,  
Mysuru 570020

Sir,

With reference to your Tender No. \_\_\_\_\_ dated \_\_\_\_\_ I/We hereby undertake that “I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.

Thanking you,

Yours sincerely,

Signature (Name of the Authorized Signatory)

Company Seal

“[Where applicable, evidence of valid registration by the Competent Authority shall be attached]”