



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

A3/80211/AMC/CISCO CCTV Surveillance System /2022-2023

31st JAN, 2023

Notice inviting tender for entering into AMC for CISCO CCTV Surveillance 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 **AMC for CISCO CCTV Surveillance system** for one year extendable to another year with mutual consent. In this regard, Authorized Service Providers are requested to submit the quotations duly signed for the categories of items as mentioned below:

CCTV Camera's & Server

SL. No	Model	Quantity	Offered Rate
1.	CPS-UCSM4-1RU-K9 - VSOM SERVER	1	
2.	cisco_8030 Dome Camera	10	
3.	cisco_8400 Bullet Camera	2	
4.	Any other charges		
	GRAND TOTAL		

- Refer Annexure – A for detailed item Model No. and SL. Nos.
- Overall lowest for line of items as above will be considered for Award of contract, subject to qualification & compliance to our tender terms & conditions.

CRITICAL DATE SHEET

Sl. No.	Stage	Date	Time
1.	Publish date & time	31/01/2023	2.00PM
2.	Document download start date & time	31/01/2023	2.30PM
3.	Last date for seeking clarification if any	03/02/2023	2.00PM
4.	Bid submission start date & time	06/02/2023	2.30PM
5.	Bid submission End date & time	20/02/2023	2.00PM
6.	Bid opening date & time	21/02/2023	2.30PM

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 as indicated in the enquiry above, 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. Conditional/Unsigned tenders shall not be considered.
6. The AMC for CCTV System shall remain valid for one year. However, extendable for one more year with mutual consent based on the performance.
7. The 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. CFTRI shall not be liable for any responsibility arising out of deployment of manpower by the firm in any manner.
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 contractor 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 AMC.
12. The Lab / Institute reserves the right to enter into AMC with one or more supplier for the same item.
13. The payment to the party will be made quarterly basis upon submitting the satisfactory report of service endorsed by the ITS&CS Department.

14. Scope of Work:

1. AMC & SLA

a) All Hardware & Software

- 1 year AMC support from the PO acceptance and actual commencement of work.
- Upgrades, Updates, patches, tuning & support on Hardware devices as per annexure -1

b) Service Level Agreement (SLA): Mandatory & Non-negotiable.

- Successful bidder would work as single service window for all L1 & L2 & L3 calls. OEM and Successful bidder (if bid is from business partner) will be solely responsible for any defect in service.

Support Elements	Critical – Support
Call to Resolution	6 Hours, 24x7x365 basis (AMC) [After raising the ticket with the concerned AMC holder, the contractor shall attend the same with - in 6hours, incase if the same could not be set-right remotely, the vendor shall arrange the visit of support engineer on site with in next business day].
Proactive Services- Periodic Assessment	Quarterly

c) Vendor should support and be available on 8x6xNBD basis (with respect to CAMC). In case of P1 issues remote support should be extended case to case bases.

d) Onsite engineer should be deputed at the time of planned activities such as IOS up gradation/Core switch configurations.

e) Remote NOC resources for support should be experienced and trained enough for providing necessary support and troubleshooting.

f) Weekly & Monthly Call summary reports should be shared.

g) Quarterly business review should be conducted with CFTRI

h) Quarterly visit should be done and network health to be verified and report to be submitted.

i) Vendor must resolve the issue with NBD hours of Time from the date of ticket raised not related hardware.

- P1 – Within 8 hours
- P2 – Within 12 hours
- P3 – Within 24 Hours.

j) Standby device for the faulty device to be provided within 24 hours.

k) Ticketing tool access to be shared to view number of call-logged, call response & resolution time. Dashboard should provide the SLA for login tickets.

l) Incident logging, updating ticket status, closing the ticket etc must be done by service partner.

m) Vendor should maintain services logbook and record the nature of service rendered during each troubleshoot by the service representative and the same shall be duly got signed by the official in charge of CFTRI

- n) Vendor should provide Escalation matrix for call logging
- o) Vendor should do the remote monitoring and maintain the entire network of CFTRI.
- p) In case the problem is not solved at site the party has to bear the cost of transportation & duties (if applicable).
- q) **Vendor should provide standby devices at CFTRI premises till the original material procured by CFTRI within AMC period.**
- r) Vendor should provide only support on configurations and maintenance for EOL and EOS devices of CFTRI network.

15. Qualification Criteria:

1. Bidder should be in the business of maintenance of Computer Hardware, Software and other associated Peripherals at least for the last 3 years and should have executed one or more such assignments during each of the last 3 years. **The details should be furnished with the copy of Work orders and same should be uploaded in your technical bid.**
2. The bidder should have provided CAMC/AMC of Servers/CCTV Surveillance System. to at least one Financial Institution/Banks/Government sector/ PSUs/any reputed Organizations during each of the last 3 years. **Supporting document must be uploaded in your technical bid.**
3. The bidder should have a registered office and a full-fledged service setup in Karnataka. The bidder should have a operations centre at Bangalore with adequate technical staff and equipment for services.
4. The bidder should have adequate technical staff in Bangalore with expertise, certifications for dealing with the said maintenance of IT assets
5. The bidder should not have been delisted/banned by any Government, Regulatory Authority, Financial Institution, etc. Further, the vendor should not have any insolvency case against it.
6. Vendor should be a Premier Integrator of Cisco as entire CFTRI network is running on Cisco devices.
7. Details of the certified engineers (CISCO certification) duly attested by the competent authority of the company and details of the proposed resident engineers duly attested by the competent authority of the company.
 - 3 No's of CCNA Certified Engineers.
 - 1 No's of CCNP Certified Engineers.
 - 1 No's CCNP Security Certified Engineers
 - (or)
 - At least 5+ years of Experience with Cisco Hardware devices.
 - These details must be uploaded in your technical bid.

16) 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 separate charges shall be entertained / paid for providing & fixing of any components.
17. Your AMC 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.
18. Prices are required to be quoted in rupees clearly mentioning of basic cost, taxes, etc.,
19. The firm will assume total responsibility for the fault-free operation of network switches, application software, if any, and maintenance during the service period.
20. The Bidder is a joint venture, consortium, or association, the **primary party shall be 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.
21. Payment will be made to the contractor through RTGS, please inform your Bank details for RTGS Payment.
22. All disputes arising out of this shall be settled as per the law of the land in India. The venue of arbitration will be Mysore.
23. Tender conditions (printed on the reverse), if any, or otherwise sent along with the tender provided by the bidder shall not be binding on us.
24. All the above instructions and our standard terms and conditions must be complied failing which your offer may be liable for disqualification.
25. For detailed other General terms and conditions please see our website www.cftri.res.in which are also applicable for this Tender.

Yours faithfully,

Stores and Purchase Officer
For and behalf of CSIR

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 _____

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]

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

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

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]”

ANNEXURE - I**CCTV Surveillance System**

Sl. No	Camera Model	Serial Nos	Part Code	Offer price in INR for One year
1.	cisco_8030 Dome Camera	VTW21424779	CIVS-IPC-8030	
2.	cisco_8030 Dome Camera	VTW21250062	CIVS-IPC-8030	
3.	cisco_8030 Dome Camera	VTW21250044	CIVS-IPC-8030	
4.	cisco_8030 Dome Camera	VTW21424776	CIVS-IPC-8030	
5.	cisco_8030 Dome Camera	VTW21431337	CIVS-IPC-8030	
6.	cisco_8030 Dome Camera	VTW21431442	CIVS-IPC-8030	
7.	cisco_8030 Dome Camera	VTW21250043	CIVS-IPC-8030	
8.	cisco_8030 Dome Camera	VTW21431671	CIVS-IPC-8030	
9.	cisco_8030 Dome Camera	VTW21431673	CIVS-IPC-8030	
10.	cisco_8030 Dome Camera	VTW21424778	CIVS-IPC-8030	
11.	cisco_8400 Bullet Camera	VTW21431783	CIVS-IPC-8400	
12.	cisco_8400 Bullet Camera	VTW21280211	CIVS-IPC-8400	
Cisco CCTV Server				
1.	CPS-UCSM4-1RU-K9 - VSOM SERVER	FCH2204V1PP	CPS-UCSM4-1RU-K9	

CHECK LIST

Ref: Tender No. A3/80211/AMC/CISCO CCTV Surveillance System /2022-2023

Notice inviting tender for entering into AMC for CISCO CCTV Surveillance System.

Sl. No.	Compliance Description/Terms & Conditions	Remarks Yes/No
1.	Manufacturer's Authorization Form (Annexure – 2) –	
2.	Validity Period of bid minimum 90 days from the date of opening of technical bid	
3.	Manufacturer/ Bidder should upload following certificate along with the technical bid:	
	a) GST Registration certificate	
	b) PAN No.	
4.	Bidder Information Form (Annexure – 1)	
5.	Bid Security Form (Annexure-3) / Bid Security Declaration Form (Annexure-4):	
6.	Bidders must furnish a Compliance Statement of each and every points mentioned in qualification criteria (Annexure-8)	
7.	Documents establishing eligibility and conformity to scope of work as per tender Sl. No. 14 & 15 must be uploaded in your technical bid.	
8.	Declaration abiding by the Code of Integrity and No Conflict of Interest for Public procurement (Annexure – 11)	
9.	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) (Annexure – 13)	
10.	Payment Terms: Confirm our payment term mentioned in tender's @ Sl. No. 16	
11.	Bank details for e-payment such as a) Name of the Vendor/Account holder, b) Name of the Bank and Branch, c) Bank Account No., d) Type of Account and e) Address of the Branch	

Authorised persons seal & signature

Date:

Place: