

INDIA TRADE PROMOTION ORGANISATION

Tender Document No. : 167-ITPO (16)/CVC/EE/CCTV/2025-26/01

Dated: 05.08.2025

Name of Work: Comprehensive Annual Maintenance Contract and Operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi

Tender Document

Electrical Engineering Division

Draft Copy

Deputy Manager (Electrical)

Senior Manager (Electrical)

General Manager (Works)

Senior General Manager, ITPO

Executive Director(ITPO)

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1. ANNEXURE: I

1.1 E-TENDER NOTICE

INDIA TRADE PROMOTION ORGANISATION

Online item rate bids are invited through two bid system for “**Comprehensive Annual Maintenance Contract and Operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi**” from “**Specialized agencies**” for the following work.

S.N	Name of work	Time for Completion	Estimated Cost(Rs)	Earnest Money(Rs)	Cost of Tender (Rs)
1.	Comprehensive Annual Maintenance Contract and Operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi	365 days	₹ 69,96,220/-	₹ 1,39,925/-	1180/- i/c GST

- a. The tender documents are available on our website www.indiatradefair.com (for reference only) & www.eprocure.gov.in and same can be downloaded.

1.2 PRE-QUALIFICATION CRITERIA:

1. The agency/CONTRACTOR should have **PAN, GST, ESI, EPF Registration.**
2. The agency must be having in house experience in “**Comprehensive Annual Maintenance contract of CCTV System**”.
3. Experience of having successfully completed similar works during last 7 years ending **31st March 2025** issued by not below the rank of Executive Engineer or equivalent in Govt. Departments, undertakings & PSU's (firms showing work experience certificate from non government / non PSU organizations should submit tax deduction at source certificate in support of their claim for having experience of stipulated value of work) similar work means “**Comprehensive Annual Maintenance Contract of CCTV System**”

(The completion certificate issued by the officer in charge will have to be furnished along with all the details.)

4. The Agency should not have been blacklisted by any Government of India organization in the past. In all such cases, the tender would be rejected.
5. The agency/company should not have been involved in any kind of litigation, legal cases or ever been blacklisted by any government or private agency or have any pending government investigation against them either directly or indirectly.
6. The bidder should have had average annual financial turnover @50% of the estimated cost, i.e. Rs **34,98,110/-** during immediate last three consecutive financial years ending 31st March. 2025. (Scanned copy of certificate from CA to be uploaded only).
7. Gross Annual Turnover of last three years ending 31st March 2025. Scanned copy of certificate from Chartered Accountant to be uploaded on portal at the time of submission of bid. Contractor should upload only Certificate from CA, mentioning Financial Turnover of last 3 years as per the period as specified below in form –A (The Related further details if required may be asked from the contractor after opening of eligibility bids. There is no need to upload entire voluminous balance sheet.)
8. They should have satisfactorily completed the work as mentioned below during the last seven years up to 31st **March 2025**.
 - i) One similar work costing not less than 80% of estimated amount put to tender i.e **(Rs.55,96,976 /-)**
OR

- ii) Two similar works each costing not less than 60% of estimated amount put to tender i.e **(Rs41,97,732/-)**

OR

- iii) Three similar works each costing not less than 40% of estimated amount put to tender i.e **(Rs. 27,98,488/-)**

(Similar work shall mean works of **“Comprehensive Annual Maintenance contract of CCTV System ”.**)

(The completion certificate issued by the officer in charge will have to be furnished along with all the details.)

The completion certificate of aforesaid must clearly indicate:-

- The date of start, date of completion/provision completion period and total work done amount.
- Nature of work.
- That the work has been completed satisfactorily.

(The copy of any other details related to the work if required may be asked from the contractor after opening of eligibility bids. There is no need to upload entire voluminous schedule and abstract of work.

9. The agency/company Should have a Solvency equal to 40 % of the estimated cost put to tender, Certified by bankers (on the format prescribed in form -B) **OR** net worth certificate equal to 10% of the estimate cost put to tender (on the format prescribed in form- C) issued by the certified Chartered Accountant with UDIN. Certified copies of Solvency and net worth certificate should be uploaded on portal at the time of submission of bid. (The Related further details if required may be asked from the contractor after opening of eligibility bids. There is no need to upload entire voluminous balance sheet.)
10. Considering the stature of the venue and importance of the events organised, it is essential that installed system shall remain in flawless condition and needful support is provided by the OEM's, thus successful bidder shall submit undertakings from the OEM's of critical items like CCTV, switches, NVR etc. for this work after award of work. However, Bidder is required to submit a undertaking with their technical bid for submitting these undertakings (as mentioned in GENERAL TERM & CONDITION Para 42 (i)) by the OEM's of such critical items, for providing their full cooperation and commitment as and when required during the contract period.
11. While selecting any of the cells in the BOQ, a warning appears that if any cell is left black the same shall be treated as “0”. Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as “0” (ZERO).
12. No Engineer of Gazetted Rank or other Gazetted Officer employed in Engineering or Administrative duties in an Engineering Department of ITPO is allowed to work as a contractor for a period of one year after his retirement from Government service, without the prior permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his

employees is found any time to be such a person who had not obtained the permission of the Government of India as aforesaid before submission of the bid or engagement in the contractor's service.

13. The contractor shall not be permitted to bid for works in ITPO, if the contractor or any of his/ her near relatives are posted in ITPO. He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him/her and who are near relatives to any officer in ITPO or ministry of commerce and industries. Any breach of this condition by the contractor would render him liable to be removed from the contract and further works in ITPO.

1.2.1 FORM-A (FINANCIAL INFORMATION)

Financial Turnover of last Years

Description	Financial year (2022-23) Rs.	Financial year (2023-24) Rs.	Financial year (2024-25) Rs.
Gross Annual Turnover			

Signature of Chartered Accountant with Seal

Signature of Bidder(s).

1.2.2 FORM-B (SOLVENCY CERTIFICATE FROM A SCHEDULED BANK)

This is to certify that to the best of our knowledge and information that M/s/ Sh.
..... having marginally noted address,Customer of our bank are/is
respectable and can be treated as good for any engagement up to a limit of
Rs..... Rupees). This certificate is issued
without any guarantee or responsibility on the bank or any of the officers.

(Signature) For the Bank

NOTE:

- i. Bankers certificates should be on letter head of the Bank,
- ii. In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

OR

1.2.3 FORM- C (NET WORTH FROM CHARTERED ACCOUNTANT)

It is to certify that as per the audited balance sheet and profit and loss account during the financial year..... , the Net Worth of M/s(Name & Registered Address of Individual/firm/company), as on(the relevant date) is Rs. after considering all liabilities. It is further certified that the Net worth of the company has not eroded by more than 30% in the last five years ending on (the relevant date).”

Signature of Chartered Accountant
Name of Chartered Accountant:
Membership No. of ICAI:
Date and Seal:

16. It is mandatory to upload scanned copies of all above documents if these documents are not uploaded, then bid will become invalid and shall summarily be rejected. However, The bidder can submit shortfall documents in online system only if permitted by tender inviting officer, except the mandatory eligibility documents e.g Tender fee, EMD.
17. **Tender documents may be downloaded from ITPO’s web site www.indiatradefair.com (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.**

1.3 INDICATIVE CRITICAL DATE SHEET

Published Date	05/08/2025
Bid Document Download Start Date	05/08/2025
Pre bid meeting Date	07/08/2025 at 3.00PM
Query submission last date	08/08/2025
Bid Submission Start Date	05/08/2025
Bid Submission End Date	18/08/2025 at 3.00PM
Bid Opening Date	19/08/2025 at 3.00 PM

22. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderers/Contractors are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement

Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

23. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have Business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

24. Tenderer who has downloaded the tender from the ITPO's web site www.indiatradefair.com and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, **shall not modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and tenderer is liable to be banned from doing business with ITPO.

25. Intending tenderers are advised to visit again ITPO website www.indiatradefair.com and CPPP website <https://eprocure.gov.in/eprocure/app> at least 2 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

1.4 LIST OF DOCUMENTS to be scanned and uploaded within the period of bid submission:

2. EMD and Tender fee.
3. PAN Card.
4. GST registration.
5. ESIC and EPF registration.
6. Annual Financial Certificate certified by CA as per NIT (Form-A).
7. Solvency Certificate as per NIT (Form-B) OR Net worth Certificate as per NIT (Form-C).
8. Experience Certificate as per NIT.
9. Any other documents as per NIT.

1.5 EMD PAYMENT & TENDER COST:

Earnest Money Deposit & Cost of tender is to be deposited electronically by NEFT/RTGS in the account of ITPO at the below mentioned details or DD in favor of ITPO payable at New Delhi. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.

BANK Details for EMD Payment through NEFT/RTGS:

Name of the Beneficiary	:	India Trade Promotion Organisation
Name of the Bank	:	Central Bank of India
Branch Address	:	Bharat Mandapam, New Delhi
Account No.	:	1167404133
Type of Account	:	Current
RTGs Code	:	CBIN 0284078
MICR CODE	:	110016150
PAN NO.	:	AAATI2955C

- a. The Hard Copy of original documents in respect of cost of tender document and EMD must be delivered to the **Senior Manager (Electrical), India Trade Promotion Organisation, Business Centre, Hall-2, Convention Centre, Bharat Mandapam, New Delhi** in case payment is made by DD, on or before last date/time of submission of bid as mentioned in critical date sheet. **Tenderer shall likely to be liable to be rejected for non-submission of original payment documents mentioned as above, against the submitted bid. The Demand Draft attached/submitted for tender fee shall be non refundable.**
- b. Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet**. After online opening of Technical-Bid the results of their qualification as well Price-Bid opening will be intimated latter.

Due consideration and relaxation in the norms for MSME/NSIC/Start up/MSE in Public procurement will be given as per the directions issued by Govt. of India and also preference would be given to SC/ST – MSME entrepreneurs up to 4% within the 20% ceiling earmarked for MSME entrepreneurs subject to the production of valid /relevant registration documents for the specific work i.e. **“Comprehensive Annual Maintenance Contract and operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi”** as required in NIT.

2. SUBMISSION OF TENDER

The tender shall be submitted online in Two part, viz., technical bid and Financial bid.

All the pages of bid being submitted must be signed wherever required, and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

2.1 TECHNICAL BID

The following documents are to be furnished/ uploaded by the Contractor along with **Technical Bid within the period of bid submission** as per the tender document (As applicable):

- i) Scanned copy of Demand Draft/ RTGS of any scheduled Bank for tender fee and EMD.
- ii) Scanned copy of PAN, EPF, ESIC and GST registration.
- iii) Scanned copy of Tender Acceptance Letter & Price Bid undertaking.
- iv) Certificate of Gross annual turnover for last three financial years issued by Chartered Accountant.
- v) Solvency Certificate as per NIT (Form-B) OR Net worth Certificate as per NIT (Form-C).
- vi) Experience Certificate as per NIT.
- vii) Any other documents as per NIT.

2.2 FINANCIAL BID

- (a) Schedule of price bid should be in the form of BOQ_XXXX .xls. Format.

3. ANNEXURE: II

3.1 INSTRUCTIONS FOR ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

3.2 REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link **“Online bidder Enrollment”** on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

3.3 SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

3.4 PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

3.5 SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

3.6 ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

4. ANNEXURE: III

4.1 TENDER ACCEPTANCE LETTER (To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: - Comprehensive Annual Maintenance Contract and operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No.

_____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / Corrigendum(s) in its totality /entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy .

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

5. ANNEXURE: IV

5.1 FINANCIAL BID UNDERTAKING

From: (Full name and address of the Bidder)_____

To,

Dear Sir/Madam,

I submit the Price Bid for **“Comprehensive Annual Maintenance Contract and operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi”**

1. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
2. I offer to work at the rates as indicated in the price Bid, Annexure IV inclusive of **EPF-ESIC, all applicable taxes as per govt. norms, with GST@18%.**

Authorized Signatory
(Signature of the Authorized Person)

5.2 INTEGRITY PACT

To,

Sub: NIT No. - - - - -

for the work **“Comprehensive Annual Maintenance Contract and operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi”**

Dear Sir,

It is hereby declared that ITPO is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the renderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement on behalf of the ITPO.

Authorized Signatory
(Signature of the Authorized Person)

6. ANNEXURE - V

This certificate shall be furnished duly signed & stamped with Techno-commercial Bid.

6.1 SITE VISIT CERTIFICATE

This is to certify that we have visited the site for work of “Operation and Comprehensive Annual Maintenance Contract and operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi” and assessed the actual situation & nature of site. We have also assessed the amount of work involved at site for tendered work before submitting our offer. We will be able to complete the above work within stipulated time as per site conditions.

We further undertake that no extra cost will be claimed by us later-on for any difficulties/ modifications involved during the execution of tendered works.

Engineer In-Charge
ITPO, New Delhi

Authorised Signatory
Name & Address of the firm with seal

GOVERNMENT OF INDIA
INDIA TRADE PROMOTION ORGANISATION
7.GENERAL DETAIL OF NOTICE INVITING TENDER

Item rate tenders through e-tendering are invited on behalf of the CMD, ITPO from the specialized agencies dealing in the field of “**Comprehensive Annual Maintenance contract of CCTV System**” in two bid system up to 3.00 PM on **18.08.2025** which will be opened by him (or) his authorized representative at 3.00 PM on **19.08.2025** for the work “**Comprehensive Annual Maintenance Contract and operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi**”

1. The work is estimated to cost **Rs 69,96,220/-**. This estimate, however, is given merely as a rough guide.
2. Agreement shall be drawn with the successful tenderer on prescribed Form No. C.P.W.D. 7/8 which is available as a Govt. of India publication. Tenderer should quote his rates as per various terms and conditions of the said form which shall form part of the agreement.
3. **The time allowed for the completion of work is 12 months.**
4. The site for the work is available OR the site for the work shall be made available in part as specified in scope of work.
5. Tenders shall be accompanied with Earnest money of **Rs 1,39,925/-** & Tender Fee of Rs. 1180/- (demand drafts of a scheduled bank issued in favour of India Trade Promotion Organization, New Delhi or NEFT/RTGS).
6. The Contractor, whose tender is accepted, will be required to furnish **performance guarantee of 5% (Five percent) of the tendered amount within the period specified in Schedule F**. This guarantee shall be in the form of Demand Draft of any scheduled bank/Pay order of any scheduled bank (in case guarantee amount is less than Rs.1, 00,000/-) or Government Securities or Fixed Deposit Receipts in accordance with the prescribed form. In case the contractor fails to deposit the said performance guarantee within the period as indicated in Schedule ‘F’, including the extended period if any, the Earnest Money deposited by the contractor shall be forfeited automatically without any notice to the contractor.
7. Copies of other drawings and documents pertaining to the works will be open for inspection by the tenderer at the office of the above mentioned officer. Tenderers are advised to inspect and examine the site (so far as is practicable), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

8. The tenderer shall be responsible for arranging and maintaining all tools & plants, water, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents at his own cost. Submission of a tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work.
9. The competent authority on behalf of the CMD, ITPO does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected.
10. Canvassing whether directly or indirectly, in connection with tenders is strictly prohibited and the tender submitted by the contractors who resort to canvassing shall be liable to rejection.
11. The competent authority on behalf of CMD, ITPO reserve the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rate quoted.
12. No Engineer of Gazetted rank or other Gazetted officer employed in Engineering or Administrative duties in an Engineering Department of the Government of India is allowed to work as a contractor for a period of one year after his retirement from Government service, without the previous permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found any time to be such a person who had not obtained the permission of the Government of India as aforesaid before submission of the tender or engagement in the contractor's service.
13. The tender for the works shall remain open for acceptance for a period of **Seventy five (75) days** from the date of opening of financial bid ,in case tenders are invited on 2/3 envelope system (strike out as the case may be). If any tenderer withdraws his tender before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the tender which are not acceptable to the department, then the ITPO, without prejudice to any other right or remedy, be at liberty **to reject the tender as aforesaid**. Further the tenderer not be allowed to participate in the re-tendering process of the work.
14. This Notice Inviting Tender shall form a part of the contract document. The successful tenderer/ contractor on acceptance of his tender by the Accepting Authority, **within 7days** from the stipulated date of start of the work, sign the contract consisting of:-
 - (i) Non Judicial Stamp for **Rs. 100/-**
 - (ii) Schedule of Work with terms and conditions.
 - (iii) GCC-2023 for maintenance work
 - (iv) And any other relevant documents

SCHEDULE 'F'

Reference to General Conditions of contract- CPWD, GCC 2023 for maintenance work as amended up to date.

Name of work: **“Comprehensive Annual Maintenance Contract and operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi”**

(i) Estimated cost of work	Rs 69,96,220/-
(ii) Earnest money:	Rs 1,39,925/-
(iii) Performance Guarantee	5 % of tendered value
(iv) Security Deposit	2.5% of actual work done

General Rules & Directions

Officer inviting tender Senior Manager

(Elect.) Maximum percentage for quantity of items of work to be executed beyond
Which rates are to be determined in accordance with Clauses 12.2 & 12.3 100%

Definitions

2(v) Engineer-in-Charge Senior Manager (E)

2(viii) Accepting Authority As per DFPR Sch. ITPO as modified up to
V of date.

2(x) Percentage on cost of materials and 15%
Labour to cover all overheads and profits.

2(xi) Standard Schedule of Rates Market Rates

2(xii) Department ITPO (Electrical Engg.)

9(ii) Standard CPWD contract Form CPWD form 7/8 as modified & corrected upto date

Clause 1

(i) Time allowed for submission of Performance Guarantee
From the date of issue of letter of acceptance 7 days

(ii) Maximum allowable extension beyond the period
(Provided in i) above 4 days

Clause 2

Authority for fixing compensation under clause 2. GM (Works)

Clause 2A

Whether clause 2A shall applicable No

Clause 5

Number of days from the date of issue of letter
Acceptance for reckoning date of start 7 days

Mile stone(s) as per table given below:

Table of Mile Stone(s)

Sl. No.	Description of Milestone(Physical)	Time allowed in days (from date of start)	Amount to be withheld in case of non achievement of milestone
1.	-	-	As per the conditions of contract
2.	-	-	- do-
3.	-	-	- do-
4.	-	-	- do-

Time allowed for execution of work

12 Months

Clause 6 ----- Applicable

Clause 7

Gross work to be done together with net payment/adjustment

Payment or advance for material collected, if any since the last such for being eligible to interim payment

NA

Clause 10A

List of testing equipment to be provided by the contractor at site lab **As per the requirement of engineer in charge at site**

Clause 10 B (ii)

Whether Clauses 10 B (ii) shall be applicable

No

Clause 10CA

Materials covered under this clause Nearest Material for which All India Wholesale Price Index is to be Followed

____NA____

Clause 10CC

Clause 10CC to be applicable in contracts with stipulated period of Completion exceeding the period show in text column

---NA--

Clause 11

Specification to be followed for execution of work
Specification

CPWD General Specification and as per OEM

Clause 12

Deviation limit beyond which clauses 12.2 & 12.3

100%

Clause 16

Competent Authority for deciding reduced rates.
(W)

GM

Clause 18

List of mandatory machinery, tools & plants to be deployed by the contractor at site:- As per the site requirement and as per direction of Engineer In charge

Clause 32

S.N.	Designation (Principal Technical/Technical	Minimum qualification of Technical	Minimum experience	Number	Rate at which recovery shall be made from the contractor in the event of not
1.	CCTV Engineer	B.Tech/Diploma in Electronics and Communication, Electrical, Electronics Engineering	B.Tech with 3 years experience in CCTV System/Diplo ma with 5 year experience in CCTV System	2 Nos.	As per penalty Clause

Assistant Engineers retired from Government services that are holding Diploma will be treated at par with Graduate Engineers.

INDIA TRADE PROMOTION ORGANISATION
(Engineering Division)
CORRIGENDUM TO FORM 7/8/9 (CPWD) MUST BE READ ALONGWITH THE PAMPHLET

S.No.	FOR	READ
1.	Govt. of India	India Trade Promotion Organisation (A Govt. of India Undertaking)
2.	CPWD of Government	India Trade Promotion Organisation
3.	CPWD – 7/8/9	ITPO – 7/8
4.	President/President of India	CMD, ITPO
5.	Chief – Engineer	General Manager (Works)
6.	Superintending Engineer	Deputy. General Manager (Elect.)
7.	Engineer-in-charge/ Divisional Engineer/	Senior Manager (E)
8.	Sub-Divisional Officer/Asstt. Engineer	Deputy Manager (Elect.)
9.	C.T.E.	General Manager (Works)
10.	Admn. Head	C.M.D./General Manager
11.	Ministry of Works & Housing	ITPO/Ministry of Commerce
12.	CPWD Code, Paragraph'90	Shall be applicable to ITPO works.
13.	DSR-2022	Shall be applicable to ITPO works.
14.	CPWD specifications	Shall be applicable to ITPO works.
15.	DSR(Internal) 2022 for Electrical works.	Shall be applicable to ITPO works.
16.	CPWD specifications (Internal) 2005 Electrical works	Shall be applicable to ITPO works.
17.	DSR External 2022 for Electrical works and specification.	Shall be applicable to ITPO works.
18.	Provision of section 12 Subsection (i) of the works man compensation	Shall be applicable to ITPO works.
19.	Provision of contract labour (Regulation and abolition Act 1970 and contract labour (Regulation and abolition) control rules 1971 section 20 sub-sections (A) of the contract labour (Regulation and abolition Act 1970).	Shall be applicable to ITPO works.
20.	Provision of the payment of wages Act, 1986 Minimum wages Act, 1986 1943 industrial disputes Act, 1947 Material benefits Act, 1961.	Shall be applicable to ITPO works.
21.	CPWD safety code framed from time to time.	Shall be applicable to ITPO works.
22.	CPWD maternity benefits to labour.	Shall be applicable to ITPO works.
23.	Provision of the Arbitration Act, 1972.	Shall be applicable to ITPO works.
24.	Section 74 of India Contract Act, 1973.	Shall be applicable to ITPO works.
25.	Model Rules of the protection health and sanitary appointment for workers employed by CPWD,	Shall be applicable to ITPO works.
26.	CPWD Contractor labour regulations.	Shall be applicable to ITPO works.

SR. MANAGER (Elect.)
Email ID: sk.suman@itpo.gov.in
Mobile No. : 8527555385

INDIA TRADE PROMOTION ORGANISATION

Electrical Division

No.167-ITPO (16)/CVC/EE/CCTV/2025-26/01

Dated: 06.08.2025

8.NOTICE INVITING TENDER

Senior Manager, Electrical India Trade Promotion Organisation, **Bharat Mandapam**, New Delhi on behalf of CMD, ITPO invites **Item rate tender** for the following work from the Specialized agencies dealing in the field of for “**Comprehensive Annual Maintenance Contract and Operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi**” in two bid system **through online e-tendering**. Manual/offline bids shall not be accepted. The details of which briefly described are hereunder:

S.N	Name of work	Time for Completion	Estimated Cost(Rs)	Earnest Money(Rs)	Cost of Tender (Rs)
1.	Comprehensive Annual Maintenance Contract and Operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi	12 Months	Rs 69,96,220/-	Rs 1,39,925/-	₹ 1180/- i/c GST

The bids can be submitted on line up to **18/08/2025** up to 03.00 PM with date of opening at 3.00 PM on **19/08/2025**. For further details including eligibility, downloadable form of tender documents etc. please refer website www.indiatradefair.com, www.gem.gov.in (For Reference) & www.eprocure.gov.in (for e-tendering)

Senior Manager(Elect.)
I.T.P.O.

India Trade Promotion Organisation
(Electrical Unit)

9.SCHEDULE OF WORK

Name of Work : **“Comprehensive Annual Maintenance Contract and Operation of CCTV System at Convention Centre at ITPO, Bharat Mandapam, New Delhi”**

Sr. No	Description	Qty	UoM	Rate	Amount
1	Two technical Manpower for Operation and Maintenance of CCTV Systems at ITPO Bharat Mandapam for The Period Of 1 Year. i. Health checkup of CCTV network components on weekly basis. ii. Check the passive network connectivity for the CCTV iii. Monitoring of video storage files on the server & archiving the same on in single folder with tag ID. iv. Health check up of network switches, softwares & patch requirement etc.	12.00	Months		
2	C-AMC of 8MP PTRZ Dome camera of axis make -Model No -Axis-P3268-LVE	208.00	Nos		
3	C-AMC of 5MP IR Bullet camera of axis make -Model No-Axis-P1468-LE	16.00	Nos		
4	C-AMC of 5MP Turret camera of axis make - Model No-Axis-P3268-LE	17.00	Nos		
5	C-AMC of 4K PTZ Camera of axis make - Model No -Axis-Q6318-LE	9.00	Nos		
6	C-AMC of Enterprise-class Client / Server based video management System Software Make Axis- Model -Axis-VMS (ACS)	1.00	Nos		
7	C-AMC of all-in-one recording, viewing and management solution for network surveillance systems for up to 256 channels, -Make -Axis - Model-Axis-S1296	3.00	Nos		

8	C-AMC of * 24 port , 10/100/1000 Mbps, Layer 2 managed switch, with 2/4 10G SFP port of Make Juniter -Ex-2300 -19 nos. * 24-port CAT6 Fully Loaded Patch Panel of Make D-Link-11 nos. * Patch Cord 2 Mt -384 nos. * 1G fiber Modules of Make Juniter Ex-SFP-1GE-SX- 17 nos. * Connector * RJ45 field Termination Plug for Network of make-D-Link -1 lots * 9 U wall mounted rack, with 2 x 6 socket PDU, 2 x Fan, power chord, hardware packet of Make- President - 4nos. * Desktop workstation with 24GB RAM, I-7, 19" TFT, keyboard mouse, to manage the network of Make- HP- 3 nos. * 16 TB HDD surveillance grade of make Seagate- 36 nos. * 75 " Display Unit, 4K, 24/7 Operation of make-Panasonic model no- LH-75AN4ND- 3 nos. * 3 KVA UPS of Make Vertiv - 2 nos. * Cat 6 Armoured cable- 1 lots as required as per direction of engineer-in charge.	1.00	Lots		
	Total Amount with GST				

DM(Electrical)

M (Electrical)

Sr.Manager (Electrical.)

10. GENERAL TERMS & CONDITIONS

1. The intending tenderer must inspect the site of work and understand the actual quantum of work involved there in before submitting the tender. No request for additional payment for any kind of work shall be entertained.
2. **Order of Preference:**

Should there be any difference or discrepancy between the description of items as given in the Schedule of Quantities, technical specifications for individual items of work (including additional and commercial conditions) and IS Codes etc., the following order of precedence shall be followed:

 - a. Nomenclature of Items in schedule of work
 - b. Service Level Agreement
 - c. General terms and Condition and additional Conditions
 - d. General Conditions of Contract for CPWD Maintenance Works 2023
 - e. CPWD General Specifications, as amended upto date
3. **Compliance with Regulations and Indian standards**

All works shall be carried out in accordance with relevant regulation, both statutory and those specified by the Indian Standards related to this work. In-particular, the equipment and installation shall comply with the following:

Factories Act

 - a) Indian Electricity Rules
 - b) I.S.& BS Standards as applicable
4. Workmen's compensation Act. Statutory norms prescribed by local bodies. Successful tenderer shall arrange for compliance with statutory provisions of safety regulations and departmental requirements of safety codes in respect of labour employed on the work by the tenderer. Failure to provide such safety requirement would make the tenderer liable for penalty of Rs.10000/- for each Month. In addition, the department will be at liberty to make arrangement for the safety requirements at the cost of tenderer and recover the cost there of from him.
5. Any information classified as confidential/ secret provided during the finalization / execution of the contract shall not be passed to any third party without prior written consent of the user. Requirement of this article shall continue even after termination of completion of this contract.
6. The tenderers are advised to inspect the site of installation before offering their rates for various items of work.
7. The contractor shall take over the site as per inventory before starting the work and shall handover the same in working order on conclusion of the agreement. All defect and deficiencies shall have to be rectified by the firm to entire satisfaction of Engineer-in-charge failing which the same shall be

got done at risk and cost of the firm.

8. The inventory of installed CCTV system in brief has been enclosed. All the installation of CCTV system will be handed over to agency after award of work. The agency shall be responsible for maintenance and upkeep of the installation. After completion of contract same has to be handed over back to department in good condition.
9. The staff has to maintain good behavior at site. Any person found discourteous or misbehaving shall have to be replaced within 48 hours. Decision of the Engineer-in-charge or his authorized representative shall be final and binding on the contractor.
10. The contractor has to submit the police verification of all worker at the time of starting of work. After this work is awarded the contractor would be required to furnish the name, father's name, qualifications, local address, police verification of staff proposed to be deputed by him for job alongwith attested copies of documents in support of the qualification.
11. The contractor will have to maintain a record of gate passes issued while taking out the material outside Bharat Mandapam and taking it back at site. It should produce a challan duly signed by agency or it's representative.
6. The contractor shall take approval from the ITPO in writing for collection and stacking of materials. The contractor shall consult the Engineer-in-charge in writing regarding collection and stacking of spare materials in any place other than those approved by the Engineer-in-charge.
7. The contractor shall have to work as per program of the department. No claim what-so-ever will be entertained on this account.
8. If the tenderer withdraws his option before award of the work or make any modification in the conditions of the tender shall without prejudice to any other right, or remedy, be at liberty to reject the tender and their EMD amount will be forfeited.
9. The contractor must follow CPWD Safety Code as provided in general conditions of contract for CPWD works.
10. Any damage done by the contractor or his workmen to any existing work during the course of operation/ execution of the work shall be made good by him at his own cost.
11. The contractor to whom the work is awarded will have to sign the agreement on non judicial stamp papers of Rs. 100.00 and the cost of such stamp paper will be borne by the contractor.
12. The earnest money will not be accepted in the form of DD/ Bank guarantee.
13. The agency must quote their rates including all taxes with GST and EPF, ESIC as applicable.
14. The Final/Running bill payment will be released after fulfilling the following conditions.
 - (i) PF & ESI numbers of employees engaged by the contractor for ITPO's works.
 - (ii) That the agency should file a separate ECR against ESI & EPF for the individual workers engaged in ITPO work and submit the same with certified copy, bill, and wage sheet.
 - (iii) That the agency should disburse the payment to individual contractual workers in their bank account up to 7th of every month and submit the wage sheet to engineer in charge.
 - (iv) The agency should have to submit the copy of deposit GST before release the final payment.

- (v) Contractual labour Act Registration, if applicable.
- (Vi) The agency has to submit any documents relevant to the bill payment as required by the department.
15. The contractor shall install biometric attendance and maintain register of wages or wages cum muster roll and payment of wages to every worker shall be paid by the contractor through Bank or ECS or online transfer to his bank account only.
 16. The EPF & ESI contribution is on the part of bidder in respect of this contract which shall be included in the quoted rates and nothing shall be paid extra on account of EPF & ESIC.
 17. The contractor shall submit the uploaded copy of ECR in the proof of EPF & ESI contribution of employees deployed at premises along with copy of wages disbursement for verification by F & A division of ITPO before submission of the bill for payment by department.
 18. Labour laws & regulations shall be complied by the contractor and all details of compliance of labour laws, regulations and payment details may be uploaded on ITPO website regularly by department.
 19. Department in no way is involved in any dispute of whatever kind between the contractor and the staff engaged by him. Payment against the final bill however would be subject to clearance from labour authorities.
 20. Workers engaged by the contractor for operation of this work shall be liability of the contractor and they shall not be considered for any type of regular employment in the Department in any case.
 21. Department shall not be responsible for any injury partial or permanent or death of any worker at site due to accident or malfunctioning of the equipment or by negligence of the staff. Contractor shall not involve the department in any obligation above contract.
 22. The quoted rates shall be inclusive of all taxes, duties etc. inclusive GST @18% and nothing extra shall be paid on this account.
 23. The agency shall be fully responsible for labour, their character and making them timely payments of minimum wages in accordance with labour laws (minimum wages act, bonus act) as applicable from time to time. All wages have to be paid directly by the contractor through bank or ECS or online transfer to the bank account of labour up to 7th day of each month and a copy of bank statement and ESIC- EPF statement have to submit to the Engineer in-charge when ever is demanded.
 24. The contract can be terminated/ cancelled at any time by the department without assigning any reason.
 25. In case the department (ITPO) withdraws works due to any reason, this work order shall be terminated by the department with giving 1 (One) week prior notice to the agency. In this case, any claim of the agency shall not be entertained by the department.
 26. The Contractor shall take over the system within the stipulated time after issue of work order. If the agency fails to do so, the work order shall be withdrawn and Performance guarantee submitted by agency shall be forfeited without giving any notice. The decision

- of Engineer-in-Charge in this regard is final and binding on the contractor.
27. Agency has to deploy staff of good health and good moral character.
 28. The contractor shall take all precautions for safety of the staff deputed at site. If any accident /miss-happening occur the department shall not be responsible for the same. If any compensation is to be paid to the victim, the firm shall pay the same and no claim in this account shall be entertained by the department.
 29. First Aid Box has to be arranged and maintained by the agency without any extra cost.
 30. Agency has to ensure the engineer/workers deployed in said work should be technically qualified and well experienced in said work.
 31. No T&P shall be issued to the contractor by the department.
 32. The contractor shall maintain “attendance register” via biometric attendance in support of the attendance of the staff and the same shall be got periodically checked from the concern Engineer-in-charge. Failure to which suitable recovery will be made from the contractor bill.
 33. The agency has to carry out extra work not covered in scope of work in case of emergency/requirement as per direction of Engineer-in-charge. However payment for such work shall be paid extra as decided by engineer-in-charge.
 34. The staff to be deployed for the work shall be agency employees for all purposes and the agency shall be responsible for payment of their salary and overheads etc.. The staff shall not have any claim of any sort on the department at any time.
 35. Any employee of the agency cannot claim to be the department employee at any stage. They have no right of job in the department at any point of time.
 36. The list of inventory will be handed over to the contractor by the department after award of the work.
 37. The general duty timing of deployed manpower is from 9 AM to 6 PM. However it may be adjusted or extended as per requirement of the events with prior notice to engineer-in-charge. No payment will be made for extra hours/OD.
 38. Payment of the bill of the agency shall be made preferably on quarterly basis. However agency has to ensure monthly payment to the worker engaged by them for the services as per latest minimum wages and labour law of the Government. The decision of Engineer-in charge for making the payment to the agency shall be final and binding.
 39. The staff deployed by the contractor shall be purely employee of the agency only. Staff deployed shall not claim for any govt. job or compensation from the department in any way.
 40. There shall be no liability on the department to pay any compensation arising out of any labour disputes or accidents etc. at site.
 41. The Contract period is of 365 days and extendable by one year on approval of competent authority based on same rate and terms and condition.
 42. After the issuance of Letter of Award of the work, the bidder needs to submit the following documents within a week:
 - a) Organization Chart
 - b) Escalator Matrix
 - c) Resumes of Operator Engineer

- d) Methodology of Operation
- e) PPM Schedule along with checklists
- f) Performance Bank Guarantee
- g) Workmen Compensation
- h) List of spare parts/standby equipment for approval of ITPO.
- i) Undertaking by OEM's for critical items like CCTV, switches, NVR etc. as under :
 - I) Undertaking of OEM's for their support to successful bidder technically throughout the comprehensive maintenance contract.
 - II) Confirmation by OEM for providing spares/parts as and when required for healthy functioning of the equipment during contract period.

11.ADDITIONAL CONDITIONS:

1. Considering the importance of the building and uninterrupted operation of the equipment is paramount. The agency must maintain high standards for both preventive and breakdown maintenance.
2. The agency shall deploy specially trained and experienced engineers for the aforesaid operation and maintenance services for the system at site during the Comprehensive Annual Maintenance Contract period of 365 days.
3. The agency shall submit the planned periodic maintenance schedule along with a checklist of all equipment within seven days of the award of the work. Prior to the implementation of the schedule and checklist, the agency shall be responsible for obtaining approval from the Engineer-in-Charge. Any corrections or modifications made by the Engineer-in-Charge shall be final and binding.
4. Agency will conduct the daily, weekly, monthly, quarterly and annual checks of the system at site. The preventive and proactive checks will be planned in advance in consultation with the user.
5. The deployed engineers shall be competent and capable to carry out operation, preventive maintenance activities, software up gradation if required, pre-checks of the equipments before any event, rectification of minor & major defects.
6. Agency has to inspect all the installations and submit the report of healthiness once in a month. The agency is also required to check the required electrical power and networking arrangement for their equipment. If any observation noticed, would be intimated at the earliest to ITPO for needful instruction to pertinent agency. The same check shall be incorporated in the periodic healthiness report also. If no information is provided timely, it would be deemed considered that there is no issue for healthy operation however if any fault or operation lapse found out at later stage it would be deemed fault on part of agency and in this condition suitable penalty will be imposed.
7. Any major observation/defects that are not under the scope of successful bidder that lead to failure of equipment (under the scope of work) must be intimated to the department at the earliest. If no information is provided timely, it would be deemed considered the failure of the agency and in this condition suitable penalty will be imposed.
8. The deployed engineer shall clean the equipment and other components from inside and outside

regularly as per PPM and whenever required. T&P required for the same shall have to arrange by contractor.

9. In the event of any damage caused to the installation due to negligence, carelessness, or inefficiency of the staff, the contractor shall be responsible to make good the same or else decision of the Engineer-in-charge shall be final and binding on the contractor for carrying out suitable recovery.
10. Agency is responsible for replacement of the faulty equipments and aim to providing uninterrupted services and will plan, procure and preserve the required spares as needed in the scope of work and nothing shall be paid extra.
11. Agency shall keep sufficient stock of spare parts. Agency shall use genuine spare items/components/cards for maintaining the system. Every effort will be made to replace faulty items with items of same specifications as mentioned in installed inventories and nothing shall be paid extra. In case of non-availability of the spare due to non circulation of material in current market situation, Agency will replace these with suitable compatible spares (specification not below the installed) in consultation and approval from ITPO without any extra cost.
12. Agency has to maintain spare inventories like Dome camera, Bullet camera, PTZ camera, NVR, HDD, POE switch, POE injector (48W), SFP, HDMI cable, CAT 6 Cable, Copper patch cable, Fibre Optical Patch cable SM/MM, I/O module, RJ 45, Power chord etc. of same make and model within the premises or nearby location/store within Delhi-NCR so that replacement of faulty equipment/assets will be made on time as per SLA.
13. The contractor has to maintain the biometric attendance record of the staff which is to be verified by the department authorities as and when desire.
14. The work shall supposed to carried out for 365 days of year, including gazette holidays, by deploying the technical manpower as specified in schedule of work. The contractor has to give a substitute/reliever if any of its employee(s) is/are absent from the duty. In case of absence of staff, recovery will be made on pro-rata basis as per their salary with additional penalty of 1000/- per day. If any staff is found absent from the duty during surprise check, recovery shall be @ wages on pro-rata basis + 3000/- will be charge.
15. To meet the above requirement the cost of reliever is under the scope of the agency.
16. The agency shall submit the duty chart of the staff for prior approval by the department. Weekly offs shall be provided to the staff as per the approved duty chart. In case of exigencies or requirement of the events, extended hours of manpower shall be maintained by the agency, however compensatory off to make-up extended hours may be provided with approval of the Engineer in charge.
17. All records of complaints and repairs will be maintained properly by the agency. Time of call attended, problems observed and corrective measures taken, signatures of the agency engineer attending the case shall be entered in the register and record will be accessible to ITPO representative as and when required, however agency shall produce this record to the ITPO at the

end of each month.

18. The engineer of Agency shall attend immediately to any faults reported or came to notice or as informed by the user. The response time and the repair time shall not exceed the time stipulated as per SLA(Service Level Agreement).
19. The Agency shall complete the regular inspection, servicing, repairs or replacements and make the system and facility available to the satisfaction of user and to complete the repair within the time frame stipulated as per SLA.
20. In case repairing at site is not possible within set time as per SLA, the faulty equipment will be replaced immediately with working one from the inventory maintained by the agency to restore the system within SLA timeframe and faulty equipment shall be duly repaired or replaced by the respective OEM to upkeep the spare inventory at the earliest. The Service Provider must submit the invoice and any relevant documents certifying the repair or replacement by the OEM to ITPO. During repairs and replacement due care will be observed that software programming for the integrated network is not corrupted under any circumstances.
21. Any movement or shifting of any material for servicing, maintenance of new material or spare inventories shall be duly informed in advance to ITPO.
22. The agency shall have to procure the spares from the authorized dealer/manufacture and submit the updated list of approved spare items on monthly basis.
23. In the event the agency fails or refuses to rectify any defect or replace defective equipment within the resolution timeframe specified in the SLA, ITPO reserves the right to undertake the necessary rectification or replacement at the risk and cost of the agency. All associated costs for rectification/restoration of the system by any mean shall be recovered from the agency's dues including BG's. In addition, penalty (if any) shall also be levied as per SLA.
24. Agency shall maintain the system software updated as and when required. No additional cost is payable in this regard.
25. Agency will have to make his own arrangements for tools & plants such as Microfiber cloths, Lens cleaner, cable tester, Multi-meter, Network testing tools (Ping, bandwidth monitor), vacuum cleaner/blower, Ladder, laptop for inspection, Patch Cord of different length, Cat 6 Cable etc as required for the work.
26. Agency will submit the bill quarterly.
27. Maximum penalty to be levied on account of such failure will be 10% of annual cost.

DM(E)

M(E)

SM(E)

12. SERVICE LEVEL AGREEMENT

Comprehensive Annual Maintenance Contract (CAMC) of CCTV Surveillance System at Convention Center, ITPO, Bharat Mandapam, New Delhi

Contract Duration: 365 Days

12.1 System Overview

This Service Level Agreement (SLA) governs the operation and maintenance of the CCTV Surveillance System installed at the Convention Center, ITPO, Bharat Mandapam, New Delhi. The system comprises Dome, Bullet, and PTZ cameras; Network Video Recorders (NVRs); Video Management System (VMS); Uninterrupted Power Supply (UPS); LED screens/monitors; HDD-based storage infrastructure; monthly backups; and associated networking active-passive components (inventory enclosed in tender document for reference).

12.2 Government Compliance

This document is in accordance with government CAMC standards and guidelines, including those followed by public sector organizations, Government of India and other institutions. All services must comply with the **Information Technology Act, 2000**, and applicable **data protection laws**.

12.3 Declaration

This document serves as a formal agreement between **ITPO** and the selected **Service Provider** for the maintenance of the CCTV Surveillance System. All terms, conditions, and obligations outlined herein, including the General and Additional Terms & Conditions, shall be binding for the duration of the contract.

12.4 SLA Structure

Section Title

- 12.4.1 Introduction
- 12.4.2 Definitions
- 12.4.3 Service Level Objectives (SLOs)
- 12.4.5 Fee Structure and Payment Terms
- 12.4.6 Contract Duration and Termination
- 12.4.7 Dispute Resolution
- 12.4.8 Confidentiality and Data Security
- 12.4.9 Escalation Matrix

Section Title

- 12.4.10 Scope of Work
- 12.4.11 Service Reporting & Documentation
- 12.4.12 Change Management
- 12.4.13 Compliance & Audit
- 12.4.14 Insurance & Liability
- 12.4.15 Scope – Operational Tasks & Periodicity
- 12.4.16 Detailed Service Level Objectives
- 12.4.17 Responsibilities
- 12.4.18 Penalties
- 12.4.19 Contact Information
- 12.4.20 Additional Notes
- 12.4.21 Signatures

12.4.1 Introduction

This SLA defines the terms, conditions, expectations, and responsibilities for the CAMC of the CCTV Surveillance System at the Convention Center, ITPO, Bharat Mandapam, New Delhi.

12.4.2 Definitions

- **CCTV Surveillance System:** Includes all hardware and software for visual surveillance.
- **CAMC:** Comprehensive Annual Maintenance Contract.
- **Service Provider:** The selected vendor responsible for system maintenance.
- **Response Time:** Time taken to acknowledge and begin addressing an issue.

12.4.3 Service Level Objectives (SLOs)

Includes uptime commitment, response/resolution times, availability of standby equipment, scheduled planned preventive maintenance, and deployment of engineers.

12.4.4 Fee Structure and Payment Terms

- Annual maintenance fee: As per contract
- Payment milestones: Quarterly
- Penalties for non-compliance shall be as specified in Section 18.

12.4.6 Contract Duration and Termination

- **Duration:** 365 days, start after signing of agreement
- **Termination Clause:** As per CPWD GCC maintenance work-2023 as amended up to date.

12.4.7 Dispute Resolution

Disputes shall be resolved as mentioned in the tender document

12.4.8 Confidentiality and Data Security

The Service Provider must ensure surveillance data confidentiality and comply with the **IT Act, 2000** and other relevant cyber laws.

12.4.9 Escalation Matrix

A structured escalation process must be maintained. The Service Provider shall submit the contact hierarchy and escalation levels within seven days of the award of the work, and it shall form an integral part of this SLA.

12.4.10 Scope of Work

Maintenance shall include:

- Cleaning and testing of Axis Dome, Bullet and PTZ cameras
- Firmware upgrades/ Software upgrades if any
- PTZ functionality testing
- NVR, VMS, UPS, Monitor, LED screen inspections etc.
- Planned preventive maintenance
- System diagnostics and health checks
- Performance issues observed, including video lag, visual freezing, and delayed playback in live or recorded CCTV footage
- Any other activity necessary for system health, as per industry best practices, is included in the scope without any extra charge.

12.4.11 Service Reporting & Documentation

- Maintain records of preventive/corrective actions
- Monthly reports that includes: issue logs, resolutions, system status, healthiness certificate
- Quarterly performance summaries must be submitted for compliance review

12.4.12 Change Management

- Any changes in the stipulated T&C require ITPO approval

12.4.13 Compliance & Audit

- Compliance with applicable government and IT security standards
- ITPO reserves the right to audit services and service provider shall provide all access, support and required documents as per requirement of the audit.

12.4.15 Scope – Operational Tasks & Periodicity

Description of Items	Task Type	Frequency
Bullet Camera, Dome Camera, PTZ Camera	Visual Inspection	Monthly
	Lens Cleaning	Quarterly
	Firmware Update Check	Quarterly
	Mounting & Housing Check	Quarterly
	Cable & Connector Check	Quarterly
	Night Vision (IR) Test	Quarterly
	Recording Verification	Monthly
	Alignment/Focus Check	Monthly/ As per requirement
	Full Functional Test	Quarterly
	; _____	
NVR system (Network Video Recorder)	Visual & Physical Inspection	Monthly
	System Log & Error Review	Monthly
	Firmware Version Check	Quarterly
	Hard Disk Drive (HDD) Status	Monthly
	Recording & Playback Test	Monthly
	RAID Status, Backup Verification and backup file save in external HDD/SDD	Monthly
	Networking & IP Configuration Check	Quarterly
	System Reboot/Test Boot	Quarterly
	Internal Cleaning (dust removal)	Monthly
	Full Functional Test	Quarterly
Video Management System (VMS)	System Health & Status Check	Monthly
	Storage & Retention Policy Verification	Monthly
	User Access & Role Audit	Quarterly
	Camera Integration Status Check	Monthly

	VMS Software Update & Patch Review	Quarterly
	Server Resource Utilization Monitoring	Monthly
	Event Logs & Alert Review	Monthly/ As per standard
	Network & Streaming Latency Check	Quarterly
	Configuration Backup & Restore Test	Monthly
	System Security & Hardening Check	Quarterly
	Full System Functional Test	Quarterly
IT rack	Visual & Physical Inspection	Monthly
	Port Functionality & Link Status	Monthly
	Power Output (PoE) Health Check	Quarterly
	Firmware & Configuration Review	Quarterly
	Network Traffic & Port Utilization	Quarterly
	Cooling & Ventilation Inspection	Quarterly
	Security & Access Control Review	Quarterly
	Switch Backup & Restore Configuration Test	Quarterly
	Switch Log Review	Monthly
	Labling & Rack Cabling Check	Quarterly
UPS, LED Screens and any other accessories:	Inspection, health check, Cleaning and any other	Monthly
Services	Operation, Preventive maintenance, Break down maintenance, repairs, standby units, CCTV operation engineer (9 AM–6 PM), 24/7 helpline	Ongoing
<ul style="list-style-type: none"> Any other activities and maintenance which is not covered in the above, however required for the healthiness of the systems as per best practices of the industry, shall be in the scope of the bidder. No extra payment shall be payable. The agency shall submit the periodic preventive maintenance checklist of the CCTV surveillance system, duly reviewed and approved by ITPO. 		

12.4.16 Detailed Service Level Objectives

Issue Type	Response Time	Resolution Time
Critical (Failure of NVR, Failure of HDD Recording, System Black out/CCTV Network Server, LED Dark Screen, Failure of SFP for networking, Failure of POE Switch)	2 hr	6 hr
Major ($\geq 2\%$ Cameras) or any camera installed in a route of VVIP scheduled visit.	4 hr	12 hr
Minor (Less than 2% Cameras, Minor patches in LED Screen, Minor defect in Copper/Fiber Patch cords).	8 hr	24 hr
System Uptime Commitment	99.5% (max 12 hrs downtime per quarter)	
Standby Unit Deployment	within 6 hr	

12.4.17 Responsibilities

Party	Responsibilities
Service Provider	Certified technicians, spare parts, adherence to IT laws, service documentation, resolution tracking

12.4.18 Penalties

Category	Penalty Details
SLOs Violation	<ul style="list-style-type: none"> Uptime Violation: 1% deduction of awarded amount for each 0.1% drop below 99.5% uptime (max 10%) Resolution Delay: Critical: ₹5000/hr, Major: ₹3000/hr, Minor: ₹1000/hr In case of delay in restoring system due to non-availability of standby unit/spare equipment after SLO response time: additional ₹2000/hr Maximum penalty may be imposed on account of such failure shall be up to the extent of 10% of awarded amount.
Penalty on non attending of planned maintenance activities	<ul style="list-style-type: none"> ₹10,000/case or any suitable amount by ITPO, if found during surprise check.
Penalty for absence of assigned staff/engineer	<ul style="list-style-type: none"> In case of absence, recovery shall be @ wages on pro-rata basis + ₹1000/- per day Absence of staff during surprise check, recovery shall be @ wages on prorata basis + ₹3000/-

12.4.19 Contact Information

Field	Details
ITPO Contact	Name: Siya Kant Suman, Email: Sk.suman@itpo.gov.in Contact no. : 8527555385
Service Provider Contact	Successful bidder has to provide before signing of Service level agreement

12.4.20 Additional Notes

- Operation engineer to be deployed on-site (9 AM to 6 PM)
- Preventive Maintenance as per periodicity
- Minimum 99.5% uptime must be ensured
- All reports, documentation, and data must be retained and submitted on schedule

12.4.21 Signatures

Authorized Signatory – ITPO

Name: _____

Designation: _____

Date: _____

Signature: _____

Authorized Signatory – Service Provider

Name: _____

Designation: _____

Date: _____

Signature: _____

13.ARBITRATION

In case of any dispute, both the parties shall make all efforts to resolve by way of conciliation process. In the event any doubt, dispute or difference arising out of or in relation to the Contract remains unresolved, both the parties to the Contract will mutually appoint a Sole Arbitrator, in accordance with the Arbitration and Conciliation Act, 1996. The provisions of Arbitration & Conciliation Act, 1996 (as amended from time to time) shall apply to both the parties. The fee payable to the Arbitrator shall be paid equally by both the parties. The language used in the arbitral proceedings shall be English. The venue of the arbitration proceedings shall be the Office of ITPO, i.e. Bharat Mandapam, New Delhi.

14.JURISDICTION

All disputes arising out of and in relation to the contract between the parties herein shall be governed by Laws of India subject to the exclusive jurisdiction of the courts of Delhi only. Force Majeure If at any time, during the continuance of this Contract, the performance in whole or in part, by either party, of any obligation under this Contract is prevented or delayed, by reason of war, or hostility, acts of the public enemy, civic commotion, sabotage, act of State or direction from Governmental Authority, explosion, epidemic, pandemic, quarantine restriction, strikes and lockouts(as are not limited to the establishments and facilities of the Parties), fire, floods, natural calamities or any act of GOD (hereinafter referred to as “Event”), provided notice of happenings of any such Event is given by the affected party to the other, within 7 Calendar days from the date of occurrence thereof, neither Party shall, by reason of such event, be entitled to terminate this Contract, nor shall either Party have any such claims for damages/compensation/costs/expenses against the other, in respect of such non-performance or delay in performance provided the Contract shall be resumed as soon as practicable, after such Event comes to an end or ceases to exist. The decision of the CMD, ITPO as to whether the service may be so resumed (and the time frame within which the service may be resumed) or not, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event for a period exceeding 30 days, either party may, at its option, terminate the Contract. Indemnity Contractor/Agency shall indemnify, defend and hold ITPO and its officers/officials harmless against any and all proceedings, actions, losses, damages, expenses, costs and third party claims whatsoever – whether financial or otherwise, including liability for payment of contributions/dues to EPFO/ESIC/Govt. Departments/Local Bodies/Statutory Authorities etc. which ITPO may sustain, incur, suffer or be exposed to at any time during the subsistence of the Contract and subsequent thereto relating to the period of Contract, arising out of a breach by the Contractor/Agency, its sub-contractors, sub-agents, employees, etc. of any of its obligations under the Contract. Confidentiality Contractor/Agency shall maintain high level of professional ethics and shall not act in any manner, which is contrary to any laws and/or detrimental to ITPO’s interest. Contractor/Agency shall treat as confidential any and all data,

information and records, obtained/received in the performance/execution of its responsibilities, in strict confidence and shall not reveal such data, information or records to any other person/party without the prior written approval of the ITPO, even after expiry/termination/determination of the Contract. ITPO shall take necessary legal and other remedial actions for infringement of this clause. Intellectual Property Rights ITPO's name/logo/other IPRs shall be the sole and exclusive property of ITPO only. For any misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs by the Contractor/Agency and/or their sub-agents/sub-contractors/employees etc., the Contractor/Agency shall be held solely responsible. ITPO shall not be responsible for any harm or loss caused to any third party because of any such misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs. Contractor/Agency shall indemnify ITPO against any misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs and/or any claim(s) relating to infringement of any intellectual property rights committed by them/their subagents/sub-contractors/employees etc. ITPO shall take necessary legal and other remedial actions, as deemed fit, for such violations.

15.COMPLIANCE WITH STATUTORY LAWS

All applicable laws (Central/State/Municipal/Local Laws etc.) including labour laws must be complied with/followed by the contractor/agency.

16.DISCLAIMER

- a) The information contained in this Bid Document or subsequently provided to Bidders, whether verbally or in documentary form or otherwise by or on behalf of ITPO, or by any of its employees, is provided to Bidders on the terms and conditions set out in this Bid document and such other terms and conditions subject to which such information is provided.
- b) This Bid document is neither an agreement nor an offer by ITPO to the prospective Bidders or any other person. The purpose of this Bid document is to provide interested parties with information to assist in the formulation of their proposals for selection pursuant to this Bid. The assumptions, assessments, statements and information contained in this Bid document may not be complete, accurate, adequate or correct and each Bidder should conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Bid document and obtain independent advice from appropriate sources.
- c) ITPO, or its employees, make no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Bid or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Bid and any assessment, assumption or information contained therein or deemed to form part of this Bid document.
- d) ITPO may in its absolute discretion, but without being under any obligation to do so, update, amend or

supplement the information, its assessment or assumptions contained in this Bid document. Such changes shall be intimated to all the Bidders. In case additional period for submission, if required due to such amendments, is necessitated the same shall be intimated to all the Bidders.

e) The issue of this Bid document does not imply that ITPO is bound to select or to appoint any Bidder for the contract and it reserves the right to reject all or any of the Bidders without assigning any reasons whatsoever. f) ITPO reserves the right not to proceed with the Bidding Process at any time or stage, without notice or liability, and to reject any or all Bid(s) without assigning any reasons whatsoever.

17.FORCE MAJEURE

1) The Parties shall not be liable for any failure to perform, any of its obligations under this Agreement if the performance is prevented, hindered or delayed by a Force Majeure event (defined below) and in such case its obligations shall be suspended for so long as the Force Majeure Event continues. Each party shall promptly inform the other of the existence of a Force Majeure Event and shall consult together to find a mutually acceptable solution. "Force Majeure Event" means any event due to any cause beyond the reasonable control of the Party, including, without limitation, unavailability of any communication system, sabotage, fire, flood, explosion, acts of God, civil commotion, , riots, insurrection, war or acts of government.

"Force Majeure Event" means any event due to any cause beyond the reasonable control of the Party, including, without limitation, unavailability of any communication system, sabotage, fire, flood, explosion, acts of God, civil commotion, , riots, insurrection, war or acts of government.

Senior Manager(Elect.)

18.LIST OF EQUIPMENTS

S.NO	Description of Items	Qty	Make & Module	Remarks
	Convention Center , Bharat Mandapam			
1	Type of Camera			
a	AXIS-DOME	208	Axis-P3268-LVE	
b	AXIS-BULLET	16	Axis-P1468-LE	
c	AXIS-PTZ	9	Axis-Q6318-LE	
d	AXIS -LIFT CAMERA	17	Axis-P3268-LE	
	GRAND TOTAL	250		
2	Video Management System Software	1	Axis-VMS (ACS)	
3	SERVER STORGE (SERVER ROOM)	3	Axis-S1296	
4	<p>SITC of 24 port , 10/100/1000 Mbps, Layer 2 managed switch, with 2/4 10G SFP port installed in following racks :</p> <ol style="list-style-type: none"> 1. Hub room 1 at L1 = 1nos 2. Hub Room 2 at L1 = 1Nos 3. Hub room 3 at L1= 1nos 4. Hub room 4. At L1 = 1 Nos 5. Hub room 5 at L1 = 1nos 6. Hub room 6 at L1= 1Nos 7. Hub room 1 at L2= 1 nos 8. Hub room 2 at L2 = 2nos 9. Hub room 3 at L2 = 1 nos 10. Hub room 4 at L2 = 1nos 11. Rack 14 at L3 = 1nos 12. Rack 15 at L3 = 1nos 13 Rack 16 ar L4= 1nos 14. Rack 17 at L5= 1nos 15. Rack 18 at L5= 1nos 16. Terrace =1nos 17. Server room = 1nos 18. CCTV room=1nos <p>Total= 19</p>	19	Juniper-EX-2300	
5	<p>SITC of 24-port CAT6 Fully Loaded Patch Panel Installed in following racks:</p> <ol style="list-style-type: none"> 1. Hub room 1 at L1 = 1nos 2. Hub Room 2 at L1 = 1Nos 3. Hub room 3 at L1= 1nos 	11	D-Link	

	4. Hub room 4. At L1 = 1 Nos 5. Hub room 5 at L1 = 1nos 6. Hub room 6 at L1= 1Nos 7. Hub room 1 at L2= 1 nos 8. Hub room 2 at L2 = 2nos 9. Hub room 3 at L2 = 1 nos 10. Hub room 4 at L2 = 1nos Total = 11			
6	CAT 6 Patch Cord 2mtr for Rack End Side Installed in rack side at patch panel:- 1. L1 CCRO8 Rack (14 blue +4Red + 3 gley+3 white Patch Cord) -24 Nos 2. L1 CCRO7 Rack (13 Nos blue Patch Cord) - 13 Nos 3. L1 CCRO6 Rack (5 Blue + 4grey Patch Cord) -9 Nos 4. L1 CCRO4 Rack (blue Parch Cord) - 11 Nos 5. L1 CCRO3 Rack (14 blue Patch Cord) - 14 Nos 6. L1 CCRO5 Rack (9 blue+ 1 while Patch Cord) -10 Nos 7. L2 CCRO9 Rack (9 blue+ 4green Patch Cord) -13 Nos 8. L2 NEAR CCRO10 Rack (29 blue +1 grey Patch Cord)- 30 Nos 9. L2 NEAR CCRO12 Rack (17 blue+ 3grey Patch Cord) - 20 Nos 10.L2 NEAR CCR11 Rack (4green + 1Red + 9 blue +3grey Patch Cord) -17 Nos 11.L4 CCR16 Rack (1 Red+1 blue Patch Cord)- 2 12.L5 NEAR CCR17 Rack (13grey Patch Cord) -13 Nos 13.L5 CCR18 Rack (1 Red+ 5 grey Patch Cord) -6 Nos 14.TERRACE CCR19 Rack (6 green Patch cord) - 6 Nos 15. Gate No 6 (5 Patch Cord) - 5 Nos Total = 192	192	D-link	
7	CAT 6 Patch Cord 2mtr for User End Side Installed at Racks:- 1. CAMERA END L1 - 24 Nos Patch Cord 2. CAMERA END L1 - 13 Nos Patch Cord 3. CAMERA END L1 - 09 Nos Patch Cord	192	D-Link	

	4. CAMERA END L1 - 11 Nos Patch Cord 5. CAMERA END L1 - 14 Nos Patch Cord 6. CAMERA END L1 - 10 Nos Patch Cord 7. CAMERA END L2 - 13 Nos Patch Cord 8. CAMERA END L2 - 30 Nos Patch Cord 9. CAMERA END L2 - 20 Nos Patch Cord 10. CAMERA END L2 - 17 Nos Patch Cord 11. CAMERA END L4 - 02 Nos Patch Cord 12. CAMERA END L5 - 13 Nos Patch Cord 13. CAMERA END L5 - 06 Nos Patch Cord 14. CAMERA END TERRACE- 06 Nos Patch Cord 15. CAMERA END Gate No-6- 05 Nos Patch Cord Total = 192			
8	1G Fiber Modules in Racks	17	Juniper	
9	RJ 45 Field Termination Plug (Reusable Connector) for Network	1 LOTS	D-Link	
10	9 U wall mounted rack, with 2 x 6 socket PDU, 2 x Fan, power cord, hardware packet, etc installed at Following Racks : 1. L2 NEAR CCRO10 Rack - 1Nos 2. L2 NEAR CCRO11 Rack -1Nos 3. L2 NEAR CCRO12 Rack - 1Nos 4. L5 NEAR CCR17 Rack -1Nos Total = 4	4	APW president	
11	Desktop workstation with 16Gb Ram, I-7, 19" TFT, keyboard mouse, to manage the network installed at CCTV Control Room	3	HP	
12	3 KVA UPS Installed in CCTV Control Room	2	VERTIV	
13	16 TB HDD surveillance grade Installed inside 3 No Server Storage at Data Center	36	Seagate	
14	Display unit of 75" , 4K,24/7 Operation installed in CCTV Control Room	3	PANASONIC	

The above-mentioned inventory list is provided for reference purposes only. Any additional CCTV related equipment installed will fall under the scope of work, and the bidders will be responsible for the operation of such equipment.

19. MINIMUM WAGES

Description	Unit	Rate (Rs.)
Highly Skilled	1 day	1065.00
Skilled	1 day	981.00
Semi Skilled/Unskilled Supervisory	1 day	893.00
Unskilled	1 day	805.00

20.AGREEMENT

AN AGREEMENT is made this Day oftwo thousand between the India Trade Promotion Organization,. A company incorporated under the Companies Act, 1956 and with its registered office at Bharat Mandapam, New Delhi – 110001, which expression shall include its successor, unless repugnant to or excluded by the contract here of and assignees of and represented by its Managing Director, ITPO the first party (hereinafter called the Authority) and by its sole Proprietor/Partner/Managing Director

..... Residence of(which expression shall be include his/its successors heirs, executors, representatives and or assignees of the second party (hereinafter called the contractor).

WHEREAS the Authority had, under Notificationdated invited tenders for the work of

WHEREAS the contractor has submitted tender for carrying out theas per the tender documents page 1 to page..... and has represented that in conformity with his/its obligation contained in the tender as modified by the correction slips and corrigendum contained he/it shall carryout the same truly, faithfully and honestly.

THE SAME has been accepted by both the parties on the terms and conditions, corrections, corrigendum contained in the tender as modified as well as the letter of acceptance issued party No.1 annexed here to as.

The same shall be binding on both the parties.

IN WITNESS WHERE OF, the parties have signed the deed of agreement on the date month and year referred to above.

Date

Place : New Delhi

WITNESS
:

1. Party No.1

2. Party No.2