

नार्थईस्टर्नकोलफील्ड्स
कोलइण्डियालिमिटेड
(महारातकम्पनी)
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कूपरितआइडीन . L23109WB1973GO1028844
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NORTH EASTERN COALFIELDS
Coal India Limited
(A MaharatnaPSU under MoC)
Office of the General Manager
Margherita-786181 (ASSAM)
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Corporate ID No. L23109WB1973GO1028844
E-mail: gm.nec.cil@coalindia.in

Quotation No: E&T/CCTV/2024-25/132

Date:26/12/2024

कोटेशनसूचना
Quotation Notice

Sealed Quotations are hereby invited from the experienced, interested parties/agencies for the service of **"Comprehensive Annual Maintenance Contract (CAMC) which involves checking, repairs, servicing, maintenance of CCTV Cameras(PTZ/Fixed), DVR/NVR, Radio Devices, Monitors & UPS etc installed in different locations/units of North Eastern Coalfields including replacement of defective parts as and when required"**.

1. Quotation Details: -

Name of Work	:	Comprehensive Annual Maintenance Contract (CAMC) which involves checking, repairs, servicing, maintenance of CCTV Cameras(PTZ/Fixed), DVR/NVR, Radio Devices, Monitors & UPS etc installed in different locations/units of North Eastern Coalfields including replacement of defective parts as and when required
Estimated Cost put to tender (including GST)	:	Rs. 182986.00
Period of service	:	One(01) Year from the date of receipt of Work Order
Earnest Money	:	Rs. 2300.00
Location of Work	:	NEC, MARGHERITA

2. Important Dates: -

Sr. No.	Particulars	Dates
1	Start Date for downloading/collecting Quotation Document	26/12/2024 (10:00 AM)
2	Last Date for downloading/collecting Quotation Document	02/01/2025 (10:00 AM)
3	Start Date for Submission of Bids	26/12/2024 (10:30 AM)
4	Last Date for Submission of Bids	02/01/2025 (03:00 PM)
5	Date of Opening of Bids	02/01/2025 (03:30 PM)

The quotation documents can be downloaded from the office of the General Manager (E&M),NEC, Margherita, Assam

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3. Important Details and Instructions: -

- l) Sealed filled up quotations in Single Part will be received in the Office of **The General Manager(E&M),NEC** in the aforementioned time period along with the following documents: -
- Copy of PAN Card duly attested (with signature and seal) by the bidding agency.
 - The bidder is required to select his relevant Goods and Service Tax Status (one of the three) from the following and submit the required document(s): -

SL No.	Goods and Service Tax Status	Document Required to be Submitted	Tick (√) any ONE of the three
1.	GST Registered Bidder under regular scheme	Document: GST Registration Certificate (i.e. GST identification Number) issued by appropriate authority of India, duly attested (with signature and seal) by the bidding agency	
2.	GST Registered Bidder under composition scheme	Document: GST Registration Certificate (i.e. GST identification Number) issued by appropriate authority of India.	
3.	GST Unregistered Bidder/Dealer	Document: A Certificate having UDIN from a practicing Chartered Accountant having membership number with Institute of Chartered Accountants of India certifying that the bidder is GST unregistered bidder in compliance with the relevant GST rules of India.	

- Earnest Money of ₹ 2300.00 in the form of Banker's Cheque/Demand Draft drawn from a scheduled bank in favour of Coal India Limited payable at Margherita
 - All the documents submitted should be sealed and signed by the bidder or his authorized representative. In case the authorized representative is signing documents/submitted bid, then an Authorization Letter to that effect has to be submitted along with the bid.
 - If the bidder is unsuccessful, then the EMD deposited by the bidder will be electronically refunded. For this purpose, the bidders are also required to fill and submit the Bank Mandate (enclosed).
 - Price Bid as per the instructions stipulated below.
 - Quotations will be received at the following address only before the deadline for bid submission: - **Office of the General Manager(E&M),NEC,CIL,Margherita-786181**
 - It is the responsibility of the bidder to ensure that the bid is received in the **Office of the General Manager(E&M),NEC,CIL,Margherita** before the last date (and time) of bid submission, failing which the bid will be considered invalid.
- l) In Quotation Notice (below Rs. 2 lakhs) bid shall be submitted in the following manner:- Envelope/ cover shall contain the following duly stamped and signed -
- The earnest money,
 - PAN details
 - Document to support GST status of bidder
 - Valid Trade License, if required
 - Power of Attorney, as applicable
 - OEM Authorization: The Major Make of CCTV Cameras installed at NEC are Sparsh, Hikvision & CP Plus. All Prospective Bidders are required to submit valid authorization certificate from any of the above OEM for sales and service of CCTV Surveillance Systems
 - Bid document duly signed
 - BOQ duly filled in.

The envelope/ covers shall be sealed and submitted by the bidder. The envelope/ cover shall indicate the name of the work, name of the bidder along with the address, reference Tender Notice No., Contact Number and E-mail ID.

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The evaluation of quotations received shall be done in line with evaluation done in Single cover system. The evaluation will be done based on the documents submitted by the bidder along with his bid and no clarification shall be sought from bidders.

- III) It is the responsibility of the bidder to ensure that the bid is received in the **Office of the General Manager(E&M), NEC, CIL, Margherita** within the deadline for bid submission. The sealed quotations will be opened on the scheduled date in the presence of the bidders or their authorized representatives who choose to be present.
- IV) Bids determined to be substantially responsive will be checked by the employer for any arithmetical errors. Errors will be corrected by the employer as follows:
- In case of discrepancy in rates between description in words and figures, the rate which corresponds to the amount worked out by the contractor shall be taken as correct.
 - In case of discrepancy in amount quoted by the contractor due to calculation mistakes of the unit rates and quantity, the unit rate shall be regarded as firm and amount corrected.
 - When the amount of an item is not worked out by the contractor or if it does not correspond with the rates written either in figures or words, then the rates quoted by the contractor in words shall be taken as correct.
 - Discrepancy in totalling or carry forward in the amount quoted by the contractor shall be corrected.
- V) After checking for calculation errors, the documents submitted by L-1 bidder as enlisted in the NIQ will be put up to the Tender Committee. The tender Committee will examine the documents. In case the L-1 bidder submits requisite documents as per NIQ, then the bidder will be considered eligible for award of Contract.

In case the L-1 bidder fails to submit requisite documents as per NIQ which changes the eligibility status of the bidder, then his bid shall be rejected and EMD of L-1 bidder will be forfeited

In case the L1 bidder is technically eligible but rejection is due to high rate quoted by him/her then the quotation notice shall be cancelled and reinvited.

In case the L1 bidder is rejected due to noncompliance of documents then the L2 bidder will become L-1 bidder and documents of this bidder shall be evaluated by TC and the above process shall be repeated. The process shall be repeated till the work is either awarded or all the eligible bidders are exhausted.

In case none of the bidder complies the technical requirement, then re-tender will be done (with the same or different quantity, as per the instant requirement).

It is responsibility of Bidders to upload legible/clearly readable scanned copy of all the required documents.

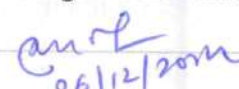
If L1 bidder backs out (i.e. Techno commercially established L1 bidder), the EMD will be forfeited and the bidder will be debarred for minimum one (1) year from participating in tenders in CIL/Subsidiary.

- VI) The price bid must be carefully filled in by the bidder. All duties, taxes (excluding Goods and Services Tax (GST) & GST Compensation Cess (if applicable) only) and other levies, royalty, building and construction workers cess (as applicable in States) payable by the bidder/Contractor under the Contract, or for any other cause as applicable on the last date of submission of Bid, shall be included in the rates, prices and the total Bid Price submitted by the Bidder. The Rates must be quoted against each item in words as well as figures. Any kind of cutting and overwriting should be avoided. In case of any discrepancy in the Quoted Rate in Words and in Figures, the one mentioned in Words shall be considered as final. Hence, bidders must fill in the Price Bid very carefully. The Price Bid should also contain Name of Agency, Address, Signature and Seal of the Agency failing which the Price Bid will be considered invalid.

The L-1 will be decided based on "COST TO COMPANY"

Applicable GST, if any, either payable by bidder or by company under reverse charge mechanism shall be applicable.

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All investments, operating expenses, incidentals, overheads, leads, lifts, carriages, tools and plants etc. as may be attendant upon execution and completion of works shall also be included in the rates, prices and total Bid price submitted by the bidder.

However, such duties, taxes, levies etc. which is notified after the last date of submission of Bid and/or any increase over the rate existing on the last date of submission of Bid shall be reimbursed by the company on production of documentary evidence in support of payment actually made to the concerned authorities.

Similarly, if there is any decrease in such duties, taxes and levies the same shall become recoverable from the contractor. The details of such duties, taxes and other levies along with rates shall be declared by the bidder.

The item wise rate quoted by bidder shall be inclusive of all taxes, duties & levies but excluding GST & GST Compensation Cess, if applicable. The payment of GST and GST Compensation Cess by service availer (i.e. CIL/Subsidiary) to bidder/contractor (if GST payable by bidder/contractor) would be made only on the latter submitting a Bill/invoice in accordance with the provision of relevant GST Act and the rules made there under and after online filing of valid return on GST portal. Payment of GST & GST Compensation Cess is responsibility of the service provider/contractor.

However, in case bidder/contractor is GST unregistered bidder/dealer or GST registered under composition scheme in compliance with GST rules, the bidder/dealer shall not charge any GST and/or GST Compensation Cess on the bill/invoice. In case of unregistered dealer/bidder, GST, if applicable will be deposited by CIL/Subsidiary directly to concerned authorities in terms with GST provisions.

Input tax credit is to be availed by CIL/Subsidiary as per rule.

If CIL/Subsidiary fails to claim Input Tax Credit(ITC) on eligible Inputs, input services and Capital Goods or the ITC claimed is disallowed due to failure on the part of supplier/vendor of goods and services in incorporating the tax invoice issued to CIL/Subsidiary in its relevant returns under GST, payment of CGST & SGST or IGST, GST (Compensation to State) Cess shown in tax invoice to the tax authorities, issue of proper tax invoice or any other reason whatsoever, the applicable taxes & cess paid based on such Tax invoice shall be recovered from the current bills or any other dues of the supplier/vendor along with interest, if any.

Note: During the execution of the contract if the GST status of the bidder changes, then the payment of GST, if any, to the contractor will be made as per the GST status declared by the bidder during tender stage based on which cost to company has been ascertained or at actuals, whichever is lower.

VII) The participating agencies are hereby advised to keep checking the website <http://www.neccoal.co.in> for any corrigenda issued in respect of this Notice Inviting Quotation, extension in Document Download Dates, Bid Submission Dates and Date of Bid Opening, etc., to keep themselves updated.

VIII) Security Deposit shall consist of two parts:

- a) EMD of successful bidder submitted during submission of bid shall be treated as Performance Security and
- b) Retention Money to be recovered from running bills.

The security deposit shall bear no interest. Performance Security should be refunded within 14 days of the issue of defect liability certificate (taking over certificate with a list of defects).

All running on account bills shall be paid at 95% (ninety-five percent) of work value. The balance 5% shall be treated as retention money and will be second part of security deposit.

Retention Money should be refunded after issue of No Defect Certificate

The Company shall be at liberty to deduct/appropriate from the security deposit such sums as are due and payable by the contractor to the company as may be determined in terms of the contract, and the amount appropriated from the security deposit shall have to be restored by further deduction from the contractors subsequent on account running bills, if any.

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REFUND OF SECURITY DEPOSIT: The refund of security deposit shall be subject to company's right to deduct/ appropriate its due against the contractor under this contract or under any other contract.

On completion of the entire work and issue of defect liability certificate (taking over certificate with a list of defects) by the Engineer-in-charge, one half of the security deposit remaining with the company (Performance Security) shall be refunded as elaborated above.

The other half (Retention Money) shall be refunded to the contractor after issue of No Defect Certificate by the Engineer-in-Charge on the expiry of Defect Liability Period of six months, subject to the following conditions:

- a) Any defect/defects in the work, if detected after issue of defect liability certificate (Taking over certificate with list of defects) is/are rectified to the satisfaction of the Engineer-in-Charge within the said defect liability period of six months or on its due extension till completion of the rectification works as required.
- b) In the case of building work or other work of similar nature, the refund shall be made on the expiry of the said six month's period or at the end of one full monsoon period i.e. June to September, whichever is later in point of time and any defects such as leakages in roof, effloresces in walls, dampness, defects in drainage etc. should be rectified to the satisfaction of Engineer-in-Charge.

NB: In case of Maintenance contracts, that ends with successful completion of work, where question of Defect Liability Period does not arise (e.g. sweeping / cleaning, horticulture, tank cleaning, jungle cutting, grass cutting, surface dressing etc.), the performance security and retention money (second part of bid security) can be released simultaneously after completion of work and taking over by department.

IX) Bid Validity: The Bid Validity Period will be 120 (one hundred twenty) days from the end date of bid submission. The validity period of tender shall be decided based on the final end date of submission of bids.

X) Provisions for dealing with variations in respect of Abnormally High Rate (AHR) and Abnormally Low Rate (ALR) items:

The abnormally high rate items are those whose quoted rates are more than 20% of the justified rates decided by the owner.

The abnormally low rate items are those whose quoted rates are less than 20% of the justified rates decided by the owner.

In case of Item Rate Tenders, the revision of rates for (i) abnormally high rate items and (ii) abnormally low rate items, shall become operative under the following circumstances: - For increase in quantity of more than 25% in respect of works executed below plinth level and 10% in respect of works executed above plinth level.

Quantity variation beyond the limit mentioned above shall be dealt by arriving at new rate based on prevalent market rate of materials and labour analyzed as per standard analysis of rate of CPWD/NBO. Payment of extra quantity over the permitted quantity as explained above would be made on the basis of the new analyzed rate.

The variation in quantity of abnormally low rate items for item rate tenders shall not be permitted below 25% for the items below plinth level and below 10% for the items above plinth level of the agreed schedule quantity, but in exceptional cases with written consent of Engineer-in-Charge arising out of technical necessity.

The above provisions shall be applicable for item rate tenders only and not applicable for percentage rate tenders for works based on standard schedule of rates of the company.

For the purpose of operation, the following works shall be treated as works related to foundation, unless otherwise defined in the contract:

- a) For Buildings: All works up to 1.2 meters above ground level or up to floor 1 level whichever is lower.
- b) For abutments, piers and well steining: All works up to 1.2m above the bed level.
- c) For retaining walls, wing walls, compound walls, chimneys, overhead reservoirs / tanks and other elevated structures: all works up to 1.2 meters above the ground level.
- d) For reservoirs / tanks (other than overhead reservoirs / tanks): All works up to 1.2 meters above the ground level.

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- e) For basement: all works up to 1.2m above ground level or up to floor 1 level whichever is lower.
f) For Roads, all items of excavation and filling including treatment of sub base.

XI) Procurement from Micro and Small Enterprises (MSEs) (APPLICABLE FOR NATURE OF SERVICE TENDERS)

- i. Subject to meeting terms and conditions stated in the tender document including but not limiting to prequalification criteria, 25% of the work will be awarded to MSE as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) for the tendered work/item. Where the tendered work can be split, MSE quoting a price within a price band of L1 + 15% shall be awarded at least 25% of total tendered work provided they match L1 price. In case the tendered work cannot be split, MSE shall be awarded full work provided their quoted price is within a price band of L1 + 15% and they match the L1 price.
- ii. In case of more than one such MSEs are in the price band of L1 + 15% and matches the L1 price, the work may be shared proportionately if the job can be split. If the job cannot be split, then the opportunity to match the L-1 rate of the tender shall be given first to MSE who has quoted lowest rate among the MSEs and the total job shall be awarded to them after matching the L-1 price of the tender, in case the L1 is other than MSE. If MSE is a L1 bidder, full work will be awarded to such bidder. If the MSE who have quoted lowest rate among the MSEs in the price band of L1 + 15% do not agree to match the rate of L1 of the tender, then the MSE with next higher quoted rate in the price band of L1 + 15% shall be given chance to match the rate of L1 for award of the complete job. This process to be repeated in till work is awarded to MSE or MSE bidders are exhausted.
- iii. Out of the 25% target of annual procurement from micro and small enterprises 3 (three) percent shall be earmarked for procurement from micro and small enterprises owned by women. In the event of failure of such MSEs to participate in the tender process or meet the tender requirements and L1 price, 3 (three) percent sub-target so earmarked shall be met from other MSEs.
- iv. Out of the 25% target of annual procurement from micro and small enterprises 4 (four) percent shall be earmarked for procurement from micro and small enterprises owned by Scheduled Caste & Scheduled Tribe entrepreneurs. In the event of failure of such MSEs to participate in the tender process or meet the tender requirements and L1 price, four percent sub-target so earmarked shall be met from other MSEs.
- v. To qualify for entitlement as SC/ST owned MSE, the SC/ST certificate issued by District Authority must be submitted by the bidder in addition to certificate of registration with anyone of the agencies mentioned in paragraph (I) above. The bidder shall be responsible to furnish necessary documentary evidence for enabling CIL/ Subsidiary to ascertain that the MSE is owned by SC/ST. MSE owned by SC/ST is defined as:
- In case of proprietary MSE, proprietor(s) shall be SC /ST
 - In case of partnership MSE, The SC/ST partners shall be holding at least 51% shares in the enterprise.
 - In case of Private Limited Companies, at least 51% share shall be held by SC/ST promoters.
 - In case of Public Limited Companies, at least 51% share shall be held by SC/ST entrepreneurs at any given point of time.
- vi. Classification of Micro and Small Enterprise are as under:
- a. Micro Enterprise –Enterprise where the investment in plant and machinery or equipment does not exceed one crore Rupees and turnover does not exceed five core rupees.
- b. Small Enterprise- Enterprise where the investment in plant and machinery or equipment does not exceed ten crore Rupees and turnover does not exceed fifty core rupees.
- vii. Micro and Small Enterprises (MSEs) registered under Udyam Registration are eligible to avail the benefits under the policy.
- viii. The MSEs are required to submit copy of documentary evidence, issued by their registering authority whether they are small enterprise or micro enterprise as per provisions of Public Procurement Policy for Micro and Small Enterprise (MSEs) Order, 2012 with latest guidelines/clarifications provided by MoMSME.

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ix. If MSE Bidder withdraws his offers after last date of bid submission or fails to sign the Agreement or commence the work as per Conditions of Contract then such Bidder shall be debarred for a minimum period of 1(One) year in line with provisions of Guidelines on Debarment of firms from Bidding.

4. Penal Clauses/Recovery of Damages: -

- i. The work shall be started within 10 days of issue of work order or 7th day of handing over of the site whichever is later.
- ii. In case of failure to complete the work on or before the scheduled date of completion, compensation shall be payable @ 0.5% of contract price/revised contract price whichever is less per week of delay. The total value of such compensation shall not exceed 10% of awarded value/revised completion value whichever is lower.
- iii. In case of failure to start the work within stipulated time, the company shall be at liberty by giving 15 days' notice in writing to start the work, failing which to forfeit the earnest money deposited by the bidder and to rescind the work order. Additionally, the bidder will be debarred from participating in future tenders for a minimum period of 12 months.

Enclosed: 1. Annexure-I (Technical Terms and Conditions)
2. Annexure-II (Location-Wise Deployment details of CCTV)
3. Annexure-III (Bill of Materials)
4. Annexure-IV (Bank Mandate)

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Quotation Inviting Authority

ANNEXURE - I

TECHNICAL TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR THE CCTV SURVEILLANCE SYSTEMS OF NORTH EASTERN COALFIELDS, COAL INDIA LIMITED, MARGHERITA

1. **Description of the Job: Comprehensive Annual Maintenance Contract (CAMC) which involves checking, repairs, servicing, maintenance of CCTV Camera (PTZ/Fixed), DVR/NVR, Radio Devices, Monitors & UPS etc installed in different locations/units of North Eastern Coalfields including replacement of defective parts as and when required.**
2. **Duration of Annual maintenance Contract : 01 year from the date of issue of firm Work Order.**
3. Charges quoted should be firm without escalation during the tenure of contract period.
4. On expiry of aforesaid contract period as per clause "2", the contract terminates unless it is renewed upon by the users request in writing for such further period and on such terms and conditions as are mutually agreed upon. A prior written notice of 3 months shall be given by the user of his intention to renew the contract.
5. The Quarterly bill against CAMC along with service reports duly signed by the respective users shall be raised end of the each Quarter. This will be paid within 21 days on receipt and acceptance of the same. Penalty charges if any will be calculated on monthly basis and will be recovered from the submitted bills.
6. **Terms & Conditions of the AMC:**
 - A. **Scope of AMC:**
 1. During CAMC, the Contractor will ensure that the System will be physically checked and standard Tests are done once every 3 Months (Quarterly), and any fault noticed/ contemplated should be attended to. The list of standard tests and their periodicity will be prepared by the successful bidder and submit to Engineer -in-charge/ Site In Charge of NEC. The Engineer -in-charge/ Site-In-Charge of NEC will have the authority to include any other test(s) and/ or change the periodicity of any/all tests, at any time.
 2. The Contractor during the CAMC period will carry out routine checkup once in every Quarter & 4 Preventive Maintenance Visits in the year.
 3. The System should also be attended to on reporting of any fault within 24 hours of reporting over Telephone/E-mail/FAX/Letter/text messages etc. to its representative.
 4. During CAMC period, if any equipment is to be taken outside the premises of NEC, the successful bidder should replace the existing equipment with a spare working equipment of the same or higher specifications and configure it to work in the network seamlessly, so that there should not be less number of equipment or equipment of lesser specifications installed than the equipment ordered, installed and commissioned at the start of the CAMC period.
 5. During CAMC period, if any equipment is declared end of sale/ end of support/ end of life by the OEM, or the equipment is not available for any other reason, the successful bidder shall be allowed to replace the said equipment with an equipment of higher specifications of the same make, and configure it to work in the network seamlessly. The said equipment shall be under CAMC by the service provider till the end of contract period at the same rates, terms and conditions as the previous equipment.
 6. Scope of AMC will include all repair/ replacement/ servicing/ fixing and rectification of the breakdowns of the entire CCTV System. Repair/ replacement/ servicing shall mean system testing, repair and maintenance of entire/ total equipment for proper functioning of CCTV System. The CAMC will also include repairing as well as maintenance of CCTV camera, storing device, monitor, UPS Systems, Radio Devices, DVR, HVR, NVR, Software's, Server, Hard Disk, Monitor/TV, Spike Buster, Wires/Cables, Power Adaptor, Router, Plastic parts, Display and other associated items e.g. cable, connectors, pipe, Casing & Caping etc. The CAMC charge also include digging, laying for the maintenance of STP cable/ OFC Cable. No extra charge will be paid by

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NEC for the replacement, fitment, maintenance and for repairing all types of spare parts i.e. components/ printed circuit board/ power supply/units/connectors & electronics sub system etc. The CAMC also includes any change in configuration/ modification required to integrate/ connect this system with any other system/ network as desired by NEC.

7. Arrangement of regular cleaning of all Cameras, Switches, Racks, DVRs/NVRs, Servers, NAS, Displays, etc has to be done by the successful bidder in all locations, and all equipment installed should always be clean, aesthetic and presentable. All Masts & Brackets should be painted with quality weather-resistant paint.
8. Renewal and updation all software licenses (antivirus, camera license, any other license) installed in the CCTV System will be carried out by the successful bidder.
9. **Deployment of Service Personnel:** The Contractor will provide service engineer at NEC along with the necessary spares and accessories for smooth functioning of the CCTV system & manpower/ unskilled labour for cleaning of CCTV equipment. The Service personnel should be well trained and must be equipped with all required spares and software(s), as well as testing instruments like Laptop, OTDR, Splicing Machine, etc. while attending the System. Necessary accommodation to the Service Personnel will be provided at per Company Rates on payment basis(if required)

The service provider shall arrange for the verification of character and antecedents of the deployed Service Personnel by the local police authorities at their own cost, and give an undertaking to the subsidiary in this regard, along with relevant documents, if any. The details including Name, Address, Mobile No. and email Address of the Service representative should be intimated to the subsidiary.

10. SPARES AT SITE: Minimum 10% spare cameras, switches, radios and power adapters (like PoE, Power Injectors, etc. if part of the equipment) should be maintained by the Service Provider at site, at either of the following:

1. At the premises of E&T Department, NEC, Margherita
- OR
2. At the premises of the Service Provider close to the site.

For the option at 1 above, North Eastern Coalfields shall provide suitable storage space to the service provider. For the option at 2 above, North Eastern Coalfields shall have the right to inspect and verify the quantity of spares available at the premises of the service provider.

Whenever these spares are used, they should be replenished by the service provider at the earliest.

11. The Bidder will ensure a single point of contact with escalation matrix for all the complaints related to NEC, and will be responsible to mobilize their technical team and back end support for restoration of the breakdown.
12. Quarterly report of CAMC works done to be submitted to Engineer -in- charge/ Site In Charge by the Successful bidder. Engineer -in- charge/ Site In Charge may ask for additional reports, if required, which should be complied with.
13. NEC will have the right to extend the Network with additional Cameras at any point of time. The Successful bidder will provide maintenance services required considering such changes with proportionate increase (camera wise) of charges.
14. **WHEN TO CONSIDER A CAMERA AS BREAKDOWN:** A CCTV Camera should be considered as breakdown in either of the following cases:
 - a. When the CCTV feed is not available at the monitoring station(i.e NVR/DVR of the particular site)
 - b. When the CCTV footage is not being stored in the storage device(s).

In this regard, the following may be noted:

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- Even if the primary display at the monitoring station/NVR at the unit/project level is breakdown, if the camera feed is available in PC or mobile app or at Area Level, it shall be considered that the camera feed is available in the monitoring station.
- In case the camera feed is being stored in more than one storage device, eg. One NVR at Project level stores the feed of all cameras of a Project, and another NVR at Area Level stores the feed of a few cameras designated as CRITICAL LOCATIONS for a longer period, the non-availability of storage in either of the NVRs shall be treated as breakdown of the camera.
- Non-availability of display or storage due to network connectivity issue beyond the scope of the successful contractor will be not considered for calculation of penalty.

15. DURATION OF BREAKDOWN: The duration of Breakdown shall commence from the time of communication of the breakdown to the service provider via phone, SMS, email, complaint log, whatsapp, etc. The duration of Breakdown shall end when the breakdown camera has been restored.

16. Major and Minor Breakdown:

A. **Major Breakdown:** The System will be considered under Major breakdown if there is complete breakdown of the CCTV System for a particular site or more than 10% of the Cameras of the entire CCTV Surveillance System of NEC covered under CAMC are under break down. Any such fault and faults affecting the common features of the System will also be considered as major fault. All Major faults must be attended and rectified within 24 hrs. of reporting. For major faults rectified within 24 hours of reporting the same, no deduction of CAMC charges will be applicable. Major faults if not rectified within 24 hours of reporting the same, the complete period of breakdown will be considered for calculation of penalty as per formulae detailed below in Clause No: 18 below.

B. **Minor Breakdown:** All other faults will be classified as minor breakdown and should be attended to and rectified within 48 hours of reporting. If rectified within 48 hours of reporting no deduction of CAMC charges will be applicable. If not rectified within 48 hours of reporting, the complete period of breakdown, will be considered for calculation of penalty as per formulae detailed below in Clause No: 18 below

17. **GUARANTEED AVAILABILITY:** The service provider should provide a guaranteed availability of 95% or higher at for the entire CCTV Surveillance Systems deployed at different locations of NEC at a particular month.

18. PENALTY CALCULATION: Penalty shall only be considered for breakdown of cameras as defined in Point No: 14 above.

The penalty can be calculated based on the overall camera availability at North Eastern Coalfields, Coal India Limited, Margherita. The availability and the penalty should be calculated monthly, even if the CAMC bill is raised quarterly or half yearly.

Overall camera availability for any month at a particular site shall be calculated as under:

- n= Total No. of cameras deployed in NEC.
- B₁ = Breakdown hours of Camera 1 in the month
- B₂= Breakdown hours of Camera 2 in the month
- .
- .
- B_n = Breakdown hours of Camera n in the month

Overall Camera Availability(A) =	$(n \times \text{No. of days in month} \times 24) - (B_1 + B_2 + \dots + B_n)$	x100%
	$(n \times \text{No. of days in month} \times 24)$	

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Overall camera availability for any month for the entire CCTV Surveillance System of NEC should be greater than 95%. If the availability of the cameras goes below 95%, penalty shall be deductible from the running bills of the service provider as under:

S. No	Overall camera availability(A)	Penalty Formula	Remarks
1.	$A \geq 95\%$	Nil	Penalty = 0
2.	$85\% \geq A < 95\%$	$(100\% - A) \times \text{CAMC Value} \times 1.1$	Additional 10% deduction
3.	$70\% \geq A < 85\%$	$(100\% - A) \times \text{CAMC Value} \times 1.2$	Additional 20% deduction
4.	$A < 70\%$	$100\% \times \text{CAMC Value}$	No payment below 70%

- If the camera availability of the entire CCTV Surveillance System of NEC goes below 85% for three or more months continuously, the company shall have the right to terminate the contract and forfeit the security deposit against the contract.

19. DAMAGE DUE TO LIGHTNING, OVER-VOLTAGE, ETC. The service provider will ensure that protections provided in the equipment work properly in case of any abnormal electrical condition. NEC will make best efforts to ensure a healthy power supply, however in case of any damage to the equipment due to abnormal power supply or any other electrical disturbance, the damage has to be rectified/replaced by the service provider without any additional cost to the subsidiary. The equipment so replaced against the damage should be of same make and model or higher.

20. TIMELY RECTIFICATION OF DEFECTS: In case of breakdown of any equipment in the CCTV Surveillance System, like Cameras, Switches, radios, cables, storage devices, workstations, displays, other accessories, etc., the Service Provider has to attend the breakdown and ensure the restoration of the breakdown equipment within the stipulated time to ensure the Guaranteed Availability of the system. •

However, if the bidder fails to restore the said equipment within 10 days, NEC shall have the right to get the equipment restored departmentally or through any other agency. The equipment so restored shall continue to be under CAMC of the existing service provider till the end of the contract period. In such a case of restoration of the equipment departmentally or through any other agency, the cost of such restoration along with 10% handling charges shall be recovered from the running bills, performance security or any other dues of the service provider. If such amount is not directly recoverable from any dues of the service provider, then the service provider shall reimburse NEC for the due amount by any means within 30 days of such claims made by the NEC.

21. At the end of the CAMC period the vendor will hand over the system in full working order.
22. **FORCE MAJEURE:** Notwithstanding what is stated herein above, neither the supplier nor the Purchaser shall be responsible to the other for delays or failures in performance of obligations under the Work Order/Agreement resulting from acts beyond its control by reason of any war, acts of public enemy, major civil commotion, major fires, major floods, serious explosions, big epidemics, major strikes and lockouts or act of God (hereinafter referred to as "**Force Majeure Events.**") , but each shall use its best endeavours to minimize such delays. Where a Party's ability to meet its obligations under the Agreement is adversely affected by Force Majeure Events, it shall immediately notify the other Party of that circumstance, and shall provide its best estimate of the extent and duration of such adverse affects.
23. The Owner/NEC shall give the Contractor access to the system & equipment to enable the Contractor to provide maintenance service. The Owner/NEC shall also provide suitable working space and facilities for maintenance of the equipment. Accommodation to the service engineers of the Contractor will be provided on payment basis and subject to availability in the Company Guest House.
24. Maintenance service is to be provided by the Contractor during office hours on all working days of NEC/CIL and will not be available on regular weekly off and other public holidays.

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ANNEXURE-II

LOCATION-WISE DEPLOYMENT OF CCTV SYSTEM IN NEC

Sl. No.	Location		Make	Model & Channel	Serial no.	Qty.
1	Area Office	IP Camera	Sparsh			18
		POE Switch	D-Link	6 port		3
2	Museum	DVR	Hikvision	DS-7116HGHI-E1(16 Channel)	530049624	1
		Monitor	Consistant	CTM1505	CTM15053WL11604	1
		Analog Camera				9
		CPE with POE Injector	Air Pro	Air Bridge	Nil	2
		UPS	Cyber Power	BU1000E	15DCU300038	1
3	Dehing Guest House	NVR	Cp-Plus	CP-UNR-108F1 (8 Channel)	2204010390004310	1
		Monitor	LG	19M38HB	810PNXY004114	1
		IP Camera				2
		CPE with POE Injector	Air Pro	Air Bridge	Nil	2
		UPS	Cyber Power	BU1000E	15DCU3004575	1
4	Regional Workshop	NVR	Cp-Plus	CP-UNR-108F1 (8 Channel)	2204010390003880	1
		Monitor	Frontech	JIL-1984	Nil	1
		IP Camera				5
		CPE with POE Injector	Air Pro	Air Bridge		2
5	Central Store	DVR	Hikvision	DS-7A16HGHI-E1(16 Channel)	109389365	1
		Monitor	Acer	V196HQL	MMLXNSS0045070466 54206	1
		Analog Camera				9
6	Central Hospital	NVR	Sparsh	SR-NP16F601-H(16 Channel)	SRN6F61H376638AM	1
		Monitor	FOX-TROT	32FHD-LB	2022032703/05/2115	1
		IP Camera				12
		POE Switch	D-Link	8 Port		3
7	Children Park	DVR	Hikvision	DS-7416HGHI-F1(16 Channel)	109389311	1
		Monitor	LG	19M38HB	810PMMC003843	1
		Analog Camera				6
		UPS	BPE	UPS1000V	B13M17J00942	1
8	Tikak Control Room	NVR	Cp-Plus	CP-UNR-216F1-V3(16 Channel)	2405012965004280	1
		Monitor	AOC	H8IWDB2CALACHIM	AOCWDB2H3850774	1
		Network Switch	D-Link	8 Port		1
9	Tikak Magazine House	NVR	Sparsh	SR-NP16F601-H(16 Channel)	SRN6F61H376640AM	1
		Monitor	Enter	E-MO-AO1	2310045108	1
		CPE	Air Pro	Air Bridge		2

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		POE Switch	D-Link	6 Port		1
		IP Camera				9
		Network Switch	D-Link	8 port		1
10	Tirap Agent Office	DVR	Hi-Focus	HD-CVR-4116S(16 Channel)	HF161213S2568	1
		Monitor	LG	19M38HB	810PMWU004233	1
		Analog Camera				4
		UPS	BPE	UPS1000V	B13M17J00985	1
11	Ledo Club	NVR	Dahua	DHI-NVR4104H(4 Channel)	2E035DDPAYH63FS	1
		Monitor	LG	19M38H-B	608NTRX3X570	1
		IP Camera				1
12	Tirap Agent Residence	NVR	Cp-Plus	CP-UNR-108F1 (8 Channel)	2204010390005910	1
		Monitor	AOC	H8IWDB2CALACHIM	AOCWDB2H3850770	1
		POE Switch	Cp-Plus	6 Port		1
		IP Camera				2
13	Tirap Colliery(A)	NVR	Hikvision	DS-7P08NI-E1(8 Channel)	101010070	1
		Monitor	Hikvision	DS-DS019QE	862591379	1
		IP Camera				5
		CPE with POE Injector	Engenius	EnStation 5		2
		Network Switch	D-Link	16 Channel		1
14	Tirap Colliery (B)	NVR	Sparsh	SR-NP16F601-H(16 Channel)	SRN6F61H376639AM	1
		Monitor	Zebronics	ZEB-EA122	ZBW05LUS00247	1
		IP Camera				14
		CPE with POE Injector				2
		Network Switch	D-Link	8 Port		1
15	Tipong Dhalai	DVR	Hi-Focus	HD-CVR-4116S(16 Channel)	HF161213S3158	1
		Monitor	AOC	185LM00019	AOCWDB2H3850772	1
		UPS				1
		Analog Camera				4
16	Guwahati Office	DVR	Hikvision	DS-7A16HGHI-E1(16 Channel)	Nil	1
		Monitor	AOC	185LM00019	AOCWDB2H3850764	1
		UPS	Asian Power	AP1050+		1
		Analog Camera				4

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**ANNEXURE-III
BILL OF QUANTITIES**

DESCRIPTION OF JOB : "Comprehensive Annual Maintenance Contract (CAMC) which involves checking, repairs, servicing, maintenance of CCTV Cameras(PTZ/Fixed), DVR/NVR, Radio Devices, Monitors & UPS etc installed in different locations/units of North Eastern Coalfields including replacement of defective parts as and when required", as detailed below:

SL. NO	DESCRIPTION	QTY	UOM	UNIT PRICE (EXCLUSIVE OF GST)	AMOUNT (EXCLUSIVE OF GST)
1	Comprehensive Annual Maintenance Contract (CAMC) which involves checking, repairs, servicing, maintenance of CCTV Cameras(PTZ/Fixed), DVR/NVR, Radio Devices, Monitors & UPS etc installed in different locations/units of North Eastern Coalfields including replacement of defective parts as and when required	01	JOB		
TOTAL AMOUNT EXCLUSIVE OF GST					

Applicable GST: _____%

Seal and Signature of the Bidder.

Signature of the Bidder

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ANNEXURE – IV
MANDATE FORM FOR ELECTRONIC FUND TRANSFER / INTERNET BANKING PAYMENT.

1. Name of the Bidder :

2. Address of the Bidder:

City..... Pin Code.....

E-mail Id

Permanent Account Number

3. Particulars of Bank:

Bank Name		Branch Name	
Branch Place		Branch City	
Pin Code		Branch Code	
MICR No.			
(Digital Code number appearing on the MICR Band of the cheque supplied by the Bank. Please attach Xerox copy of a cheque of your Bank for ensuring accuracy of the Bank Name, Branch Name and Code Number.			
RTGS CODE			
Account Type	Savings	Current	Cash Credit
Account Number(as appearing in the Cheque Book.			

4. Date from which the mandate should be effective.

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information. I shall not hold Company responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through SBI Net / RTGS transfer/NEFT. I agree to discharge responsibility expected of me as a participant under the scheme. Any bank charges levied by the bank for such e-transfer shall be borne by us.

Place :

Date :

Signature of the Party / Authorised Signatory

 Certified that particulars furnished above are correct as per our records.

Banker's Stamp

Date :

(Signature of the Authorised official from the Bank)

Signature of the Bidder

Handwritten Signature
 26/12/2008
Engineer I/c (E & T)
NEC, CIL, Margherita

