From 

Director General of Police & State Police Chief 
Kerala 

To 

The District Police Chief (N/C) 
TVPM City 

The Deputy Commissioner of Police (N/C) 
Sree Padmanabha Swamy Temple Security, 
Thiruvananthapuram 

Sir,

Sub : Kerala Police - Comprehensive Annual Maintenance Contract (CAMC) for CCTV Cameras and allied facilities - Publicity – Reg 
Ref : 1. Letter No. E1/1769/2015/SPSTS Dated 06.10.2017 of DPC TVPM City 
2. PHQ Tender No. KPET/188/2017/PHQ Dated 10.11.2017 

Please refer to the above subject. 

E tender was invited for the Comprehensive Annual Maintenance Contract (CAMC) for CCTV Cameras and allied facilities (KPET/188/2017/PHQ). Last date for submitting e tender is 04.12.2017. It is requested to give wide publicity of the matter among reputed firms in the industry so as to promote a free and fair participation in tender process and to avoid a situation where enough bidders are not participating in the tender.

Yours faithfully 

Hari Sankar IPS 
Assistant Inspector General 
For State Police Chief 

Copy To : The Inspector of Police, Telecommunication, SPSTS, TVPM (N/C) for urgent necessary action to give vide wide publicity.
H6/141949/2017/PHQ

Dated: 09/11/2017

e-Government Procurement (e-GP)
NOTICE INVITING TENDER FOR CAMC

The State Police Chief, Kerala Police Department, Government of Kerala invites online bids from reputed service providers/agencies for the Comprehensive Annual Maintenance Contract (CAMC) for CCTV Cameras and allied facilities installed at Sree Padmanabha Swamy temple for one year. The bidders should comply with the following general conditions in addition to the additional conditions of the instant tender.

Terms and conditions for CAMC of CCTV
(a). Eligibility

1. The bidder have experience in implementing Bosch CCTV system – Proof to be submitted.

2. The bidder should have minimum 3 years experience in implementing major CCTV system projects – Proof to be submitted.

3. The bidder should have at least one CCTV trained Engineer – Proof to be submitted.

4. One CCTV trained Engineer to be present at temple security (CCTV Control Room) in all days including holidays round the clock.

5. The bidder should have a local registered office at Thiruvananthapuram for service and support. Proof to be submitted.

6. The Bidder should have valid GST registration. Copy of GST registration certificate should be enclosed along with the tender.
7. The bidder should have valid PAN/Taxation Index Number. Copy of PAN/Taxation Index Number allocation letter should be enclosed along with the tender.

(b). **Terms and conditions of the contract.**

1. Bidders should quote AMC proposal for 3 consecutive years. Quotation for 1st, 2nd and 3rd year should be specified. (Duration of the CAMC for CCTV system at Sree Padmanabha Swamy Temple will be one year). The contract shall be on a comprehensive maintenance service basis, no extra charges for any kind of service, replacement of any defective parts including consumables.

2. The vendor shall have ensure the proper functioning of the entire CCTV systems installed at the Temple.

3. This contract covers normal wear & tear of the equipments. In other words replacement of parts is included in the scope of the CAMC even if the parts have become defective due to normal wear and tear.

4. The trained Engineer posted shall carry out a full maintenance including cleaning the covers and lenses of all cameras once in a month under the supervision of the CCTV trained Engineer in order to keep all cameras clear and dust free. A detailed report of the same has to be submitted to the owner.

5. The bidder shall be made readily available the spares for the cameras and spare cameras of all types installed in the temple shall be kept ready to substitute in case of an emergency.

6. The bidder has to rectify the faults of Cameras with in 48 hrs from a service call and the faults/shut down of server has to be rectified with in a period of 24 Hrs from a service call. A penalty of Rs. 1000/- for each camera and Rs.5000/- for server will be imposed on the bidder for each day beyond the stipulated rectifying time/period.

7. **30%** of the CAMC amount will be handed over to the bidder in advance once contract came in to force on indemnity bond/Bank Guarantee. After the completion of six months on the basis of monthly maintenance report on producing the performance report of Deputy Commissioner of Police, Sree Padmanabha Swamy Temple, **20%** of the CAMC amount will be released to the bidder. The remaining **50%** of the CAMC amount will be released only on producing the successful report
of The Deputy Commissioner of Police, Sree Padmanabha Swamy Temple Security at the end of the year.

8. All the technical staff posted for this purpose should be belong to Hindu community, as the custom of the Temple, only permits those to enter inside the Temple.

9. The Owner reserves the right to terminate the contract at any time during the period of contract because of violation of any conditions of this contract.

<table>
<thead>
<tr>
<th></th>
<th>Tender No. &amp; Date</th>
<th>KPET/188/2017/ PHQ Dated 09/11/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Item</td>
<td>Comprehensive Annual Maintenance Contract (CAMC) for CCTV Cameras and allied facilities installed at Sree Padmanabha Swamy Temple, Thiruvananthapuram for one year</td>
</tr>
<tr>
<td>3</td>
<td>Estimated Amount</td>
<td>Rs. 25 Lakh</td>
</tr>
<tr>
<td>4</td>
<td>Tender Fees</td>
<td>Rs. 3800 + Tax = Rs. 4500/- (Rupees. Four thousand and five hundred only)</td>
</tr>
<tr>
<td>5</td>
<td>Earnest Money Deposit</td>
<td>Rs. 25,000/- (Rupees. Twenty five thousand only)</td>
</tr>
<tr>
<td>6</td>
<td>Performance security</td>
<td>5% will applicable for the work order</td>
</tr>
<tr>
<td>7</td>
<td>Scope of Work</td>
<td>Attached separately</td>
</tr>
<tr>
<td>8</td>
<td>Date and time of publication of e-Tender</td>
<td>10/11/2017, 3:00 PM</td>
</tr>
<tr>
<td>9</td>
<td>Date of submission of e-Tender</td>
<td>10/11/2017, 03:00 AP To 04/12/2017, 04:00 PM</td>
</tr>
<tr>
<td>10</td>
<td>Last date and time for online submission of e-tender</td>
<td>04/12/2017, 04:00 PM</td>
</tr>
<tr>
<td>11</td>
<td>Date and time of opening of e-Tender</td>
<td>06/12/2017, 4:00 PM</td>
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<tr>
<td></td>
<td>Place of opening</td>
<td>Police Headquarters, Thiruvananthapuram</td>
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<td>----------------------------------------</td>
</tr>
<tr>
<td>13</td>
<td>Date, Time and Place of document verification</td>
<td>11/12/2017, 10.30 AM, Police Headquarters, Thiruvananthapuram</td>
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<tr>
<td>14</td>
<td>Bid Validity (Total Number of Days up to which the rates are to be firm)</td>
<td>180 days</td>
</tr>
<tr>
<td>15</td>
<td>Address of Tender Inviting Authority</td>
<td>State Police Chief, Kerala, Vazhuthacaud, Thiruvananthapuram - 695010 Ph: 0471-2722566 Fax: 0471-2722566 e-mail: aig2phq.pol@<a href="mailto:kerala@gov.in">kerala@gov.in</a> Website: <a href="http://www.keralapolice.gov.in">www.keralapolice.gov.in</a></td>
</tr>
</tbody>
</table>

1. **Mode of submission of bids: - Online.** All Bid documents shall be submitted only in online procedure through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) in their designated online covers. Details of covers are given separately. No other mode of submission shall be accepted and such tenders will be rejected outright.

02. **Cover details:** - No. of covers - 2. i) Technical Bid ii) Financial Bid. The AMC/ATS after warranty period also to be quoted in the Financial Bid. In the case of Foreign Equipments, the rate must be quoted in Indian Rupees. The documents to be uploaded under each online covers are specified in the website.

03. **Downloading of e-Tender documents:** - The tender document can be downloaded from the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) from the date and time of publication of e-tender onwards to last date and time for online submission of e-tender. Downloading of tender documents will not be possible after the date specified above.

04. **Submission of e-Tender documents:** - The digitally signed tender document and other specified documents shall be submitted online through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) well in advance before the last date and time mentioned above. No submission shall be allowed after the last date mentioned above.

05. **Payment of Tender Fees:** - A non-refundable tender fee shall be paid in online mode through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) at the time of bid submission. No other mode of payment shall be accepted. The tenders of bidders who do not remit fees through online will be rejected outright.
06. Payment of Earnest Money Deposit (EMD): - The EMD shall be paid in online mode through the e-GP website www.etenders.kerala.gov.in at the time of bid submission. No other mode of remittance shall be accepted.

07. Exemption from payment of EMD: - Bidders who are registered with Store Purchase Department, Kerala or National Small Scale Industries Corporation Ltd., New Delhi (for the items tendered) are exempted from submission of EMD. Those bidders claiming exemption shall submit valid registration certificate from the SPD, Kerala or NSSIC, New Delhi.

Tenders of bidders who do not remit EMD online or do not upload documental proof (digitally signed) for exemption of EMD will be rejected outright.

08. Withdrawal and re-submission of e-Tender: - The Bidders are at liberty to withdraw the submitted tender/documents and to submit fresh tender/documents till the last date and time of submission of the e-Tender after which withdrawal/re-submission will not be allowed.

09. Opening of e-Tenders: - The bids shall be opened online through the e-GP website www.etenders.kerala.gov.in at the Police Headquarters, Vazhuthacaud, Thiruvananthapuram on the date and time mentioned above in the presence of the Bidders/ authorized representatives who wish to attend at the above address. If the tender opening date happens to be a holiday or non-working day due to any valid reason, the tender opening process will be done on the next working day at the same time and place specified. Any change in the opening date/time/venue due to other reasons shall be informed by way of Corrigendum published in the e-GP website. The Technical Bids will be evaluated by a Technical Evaluation Committee and those that do not conform to the specifications or to the satisfaction of the Committee will be rejected. The financial bids of the Technically qualified Tenderers only will be considered for opening. The date of opening of financial Bids will be intimated to the concerned technically qualified tenderers, over phone/Fax/e-mail. This will be with in 7 to 10 days of evaluation of technical bid.

10. Document verification: - All tenderers who quote for the above CAMC are required to be ready for Idocument verification to be held in the Conference Hall of the Police Headquarters, TVPM on 11.12.2017 at 10.30 AM ( or any other venue which will be intimated in due course). The Committee will be consisting of the following officials.

i. Inspector General of Police, Security - Chairman
(Ph. No. 0471-2311123)
ii. Superintendent of Police Telecommunication - Member  
(Ph. No. 0471- 2446347)

iii. Deputy Commissioner of Police (L&O), TVPM City - Member  
(Ph. No. 0471-2321676)

iv. System Analyst, SCRB - Member  
(Ph. No. 0471-2556229)

v. Inspector, Telecommunication, SPSTS, TVPM - Member  
(Ph. No. 7736300100)

(The Chairman of the Committee can co-opt any other technical member of his choice to the Committee for proper evaluation of the tendered item. Any clarification/doubts regarding the scope of work or related matters pertaining to the items tendered may be freely got cleared through Inspector, Telecommunication, SPSTS, TVPM -Ph. No. 7736300100).

11. All Bidders who participates in e-tender should produce hard copies of all relevant documents related to e tender at the time of technical evaluation, without fail.

12. Note to Bidders:  
i) Bidders have to procure legally valid Digital Certificate (Class III) as per Information Technology Act, 2000 for digitally signing their electronic bids. Bidders can procure the same from any of the license certifying authority of India. For more details, please visit the e-GP website www.etenders.kerala.gov.in.

ii) Bidders are advised to note the Tender_Id and Tender No. & Date for future reference.

iii) All uploaded documents should contain the signature and the office seal of the bidder/ authorized persons and should be digitally signed while uploading. Documents uploaded without digitally signing shall entitle rejection of the tender.

iv) In the case of Foreign Equipments, the rate should be quoted in Indian Rupees. Preference will be given to those who are ready to supply the item without opening Letter of Credit. Ordinarily, no advance payment will be made for procuring the above item. In case advance payment has to be made, a clear case has to be made out by the Tenderee. However this will be only on extraordinary circumstances.

v) For obtaining Digital Signature Certificate and help on e-tendering process, contact
Kerala State IT Mission, e-Government Procurement PMU & Helpdesk, Basement floor of Pension Treasury Building, Uppalam Road, Statue, Thiruvananthapuram; Ph: 0471-2577088, 2577188; Toll free no: 18002337315; e-mail: etendershelp@kerala.gov.in; Website: www.etenders.kerala.gov.in on all government working days from 9:30 am to 5:30 pm.

vi) The State Police chief is empowered to reject any tender without assigning any reason.

vii) For any clarifications regarding the terms and conditions in this tender notice or the tender document, please contact Additional Asst. Inspector General of Police, OR Senior Superintendent H Branch, Police Headquarters, Vazhuthacaud, Thiruvananthapuram – 10 on all Government working days from 10:30 am to 5:00 pm. Ph:0471-2721547 Fax: 0471-2726945

NOTE: - Bidders are advised to go through the conditions in the notice inviting tender and the tender document carefully and comply them to avoid outright rejection of their tender.

For any litigation relating to this order, the jurisdiction will be Thiruvananthapuram City.

Sd/-
FOR DIRECTOR GENERAL OF POLICE & STATE POLICE CHIEF, KERALA
### Specific details (scope of work) of CCTV Cameras at Sree Padmanabha Swamy Temple

<table>
<thead>
<tr>
<th>SL No.</th>
<th>Item Description</th>
<th>Make</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Auto Dome PTZ 18X DN PAL G4 Camera Night vision</td>
<td>Bosch</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Auto Dome PTZ 18X DN PAL G4 Camera</td>
<td>Bosch</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>Fixed Camera Dinion 2x IP day Night Camera</td>
<td>Bosch</td>
<td>37</td>
</tr>
<tr>
<td>4</td>
<td>IPIR Imager Fixed Camera</td>
<td>Bosch</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>MIC 500 Series Camera</td>
<td>Bosch</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>MIC 400 Series Camera</td>
<td>Bosch</td>
<td>4</td>
</tr>
<tr>
<td>7</td>
<td>Server with 48 TB storage</td>
<td>Bosch</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>40” Colour LCD TV</td>
<td>Sony</td>
<td>5</td>
</tr>
<tr>
<td>9</td>
<td>10 KVA UPS</td>
<td>APC</td>
<td>1</td>
</tr>
<tr>
<td>10</td>
<td>CCTV Consols</td>
<td>HP</td>
<td>5</td>
</tr>
<tr>
<td>12</td>
<td>Bosch Video client softwares</td>
<td>Bosch</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>All other related equipments (NVR, Media converter, Power Supply, Encoders, Software, Etc.)</td>
<td>Lot</td>
<td></td>
</tr>
</tbody>
</table>