



GOVERNMENT OF INDIA
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (A&ACC)
CUSTOM HOUSE, 15/1 STRAND ROAD, KOLKATA-700 001

File No. S39-98/2010P(SCH)Part-I

Dated: 04 .01.2018

ANNUAL MAINTENANCE CONTRACT FOR THE EXISTING CCTV SURVEILLANCE SYSTEM INSTALLED AT CUSTOM HOUSE, 15/1 STRAND ROAD , KOLKATA-700001.

E- quotations are invited in the prescribed proforma from reputed firms for Annual Maintenance contract for the existing CCTV Surveillance System consisting of 52 CCTV cameras (CP Plus make and NVR of 32 channels with 12TB HDD) installed at Custom House, Kolkata, 15/1 Strand Road, Kolkata-700001 .

The Technical Quotation and Financial Quotation are to be submitted separately at www.eprocure.gov.in.

Annexure-I

**Details of existing CCTC surveillance system in Custom House
Kolkata**

SL.No.	Item	Make	Quantity
1.	IP Dome Camera	CP-Plus(CP UNC-DV-1)	27
2.	IP Box Camera	CP Plus(CP UNC-B-H)	25
3.	Network Video recorder of 32 Channels with 12 TB HDD	CP-UNR-32	02

Given below are the specifications of the CPPlus make Network Video recorder(NVR) installed at Custom House , Kolkata , 15/1 Strand Road, Kolkata-700001.

Feature	Specification
Max Channels	32 channel
Video Compression	H.264 / MPEG4
Resolution	5MP(2560×1920) / 3MP(2048×1536) / 1080P(1920×1080) / 720P(1280×720) / D1 (704×576/704×480)
Max Frame Rate	800/960fps@D1, 400/480fps@720P , 200/240fps@1080P
Audio	Two way, 1 channel Input, 1 channel Output, BNC
Monitor out	1 channel Input, 1 channel Output, BNC
Display Mode	Live/Playback/Full Screen/Original Aspect Ratio
Split Screen	1/4/8/9/16/25/32
USB Ports	4 ports (2 Rear), USB2.0, 1 RS232, 1 RS485
HDD	3 SATA ports
Ethernet	Yes
Expendable Storage	NAS Via FTP
Tour Display	Support
E-Map	Supported
Mobile Device	Live Stream with PT control through iPhone/Blackberry/WinMo/Symbian/Andriod phones built-in browser
Playback Split Screen	1/4/8/16
Playback	Play, Pause, Stop, Rewind, Fast play, Slow play, Next file, Previous file, Next camera, Previous camera, Full screen, Repeat, Shuffle, Backup selection, Digital zoom
Search Methods	Time/Date, Event (motion,alarm)
Digital Zoom	Yes
Event Search	Time/Date, Alarm, MD & Exact search (accurate to second), Smart search
Alarm Input	16 Channel
Relay Output	6 Channel
Recording Mode	Manual, Schedule(Regular(Continuous), MD, Alarm), Stop
Playback C	Play, Pause, Stop, Rewind, Fast play, Slow play, Next le, Previous le, Next camera, Previous camera, Full screen, Repeat, Shu-ffle,Backup selection, Digital zoom
Recording Schedule	Manual select/Profile based/Weekly mode
OSD	Motion Detection, MD Zones: 396(22×18), Video Loss & Camera Blank
Recording Interval	1~120 min (default: 60 min), Pre-record: 1~30 sec, Post-record: 10~300 sec
Recording Throughput	48~ 8192kbps
Network Protocols	HTTP, TCP/IP, IPv4/IPv6, UPNP, RTSP, UDP, SMTP, NTP, DHCP, DNS, IP Filter, PPPoE, DDNS, FTP, Alarm Server, IP Search(Support Dahua IP camera, DVR, NVS and etc.)
Event Detections	System Events/Camera Events
Event Actions	Recording, PTZ, Tour, Alarm, Video Push, Email, FTP, Buzzer & Screen tips
Event Recording	USB Device / eSATA Device / Internal SATA burner/ Network
Management	User/Group
Group Types	Administrator/User/ Max 20 users simultaneously
Power	AC 100~240V, 50/60 Hz
Dimension	2U, 440mm×460mm×89mm(W×D×H)
Weight	6.0KG(without HDD)
Temperature	-10 ~+55°C / 10~90%RH / 86~106kpa
Security Certifications	CE/FCC

Locations of the CCTV Surveillance cameras in Custom House.

<u>Sl. No.</u>	<u>Camera Number</u>	<u>Camera Type</u>	<u>Place of installation</u>	<u>Place of reallocation</u>
1.	Camera 1	Dome	Main Entrance(Focusing Outside the Gate)	
2.	Camera 2	Dome	Main Entrance (Focusing Security Room)	
3.	Camera 3	Dome	Ground floor stairs and Lift no. 1	
4.	Camera 4	Dome	Near SCH	Inside SCH
5.	Camera 5	Bullet	Near Co-operative Store (Focusing M.S. Building)	Focusing Entrance of Vehicle Gate
6.	Camera 6	Bullet	Near Netaji's Idol(Focusing M.S. Building)	
7.	Camera 7	Bullet	Near Photocopier Centre on Ground Floor(Focusing Netaji's Idol)	
8.	Camera 8	Dome	Focusing MTO Corridor	
9.	Camera 9	Bullet	VIP Lift on ground floor	Inside Ground Floor EDI Systems
10.	Camera 10	Bullet	Near Currency Shed	Inside Terminal 1(Appraising)
11.	Camera 11	Dome	Facing Garage	
12.	Camera 12	Dome	Appraising Club (Facing MTO garage)	
13.	Camera 13	Bullet	Near Lift (Focusing CPWD Corridor)	Inside Terminal 2(Appraising)
14.	Camera 14	Bullet	Focusing Lift No. 3 on ground Floor	
15.	Camera 15	Dome	MTO Garage	
16.	Camera 16	Dome	MTO Garage	Inside Terminal 3(Appraising)
17.	Camera 17	Dome	MTO Garage	Inside Terminal 4 (Appraising)
18.	Camera 18	Bullet	Pump House (Focusing M.S. Building)	
19.	Camera 19	Bullet	Pump House (Focusing CRC Club)	
20.	Camera 20	Bullet	Focusing RBI Main Gate	Inside Terminal 5(Appraising)
21.	Camera 21	Bullet	Focusing CPWD Office	
22.	Camera 22	Bullet	On RBI wall focusing Post Office	
23.	Camera 23	Bullet	Near S.I.B. (Focusing Gate Number 3)	
24.	Camera 24	Dome	Focusing Lift 1 and stairs	
25.	Camera 25	Dome	Focusing 1 st floor stairs	Inside Terminal 6(Appraising)
26.	Camera 26	Bullet	Export Department (Focusing Accounts Corridor)	

27.	Camera 27	Dome	Focusing 1 st floor Balcony	Inside Terminal 7(Appraising)
28.	Camera 28	Bullet	Accounts (focusing Export Department Corridor)	
29.	Camera 29	Bullet	Accounts (Facing Appraising General Corridor)	
30.	Camera 30	Dome	Appraising General (Focusing Corridor)	Inside Export Department
31.	Camera 31	Dome	Focusing VIP Lift	Inside CCP Drawback Department
32.	Camera 32	Bullet	Appraising Main (Focusing Corridor)	Inside Pay & Accounts Department
33.	Camera 33	Bullet	Appraising General(Focusing Corridor)	
34.	Camera 34	Dome	E.D.I. Help Desk (Focusing Corridor)	Inside Accounts
35.	Camera 35	Bullet	Nepal Unit (Focusing Corridor)	
36.	Camera 36	Dome	Outside Tribunal 2	
37.	Camera 37	Dome	Outside Tribunal 1	
38.	Camera 38	Dome	Outside Tribunal 4	
39.	Camera 39	Dome	Outside Tribunal 3	
40.	Camera 40	Dome	Near Lift No. 3 & Stair	Inside Nepal & Bhutan Unit
41.	Camera 41	Dome	Near Nepal Unit	Inside Drawback Unit
42.	Camera 42	Bullet	Focusing 2 nd floor lift & Stair	Inside S.A.D. Unit
43.	Camera 43	Bullet	C.B. Section (Focusing SRI Corridor)	
44.	Camera 44	Dome	Next to preventive hall	Inside C.B. Section and Different formations of Central Excise
45.	Camera 45	Dome	SRI (Focusing Preventive Hall Corridor)	Inside Import Bond Section
46.	Camera 46	Bullet	SRI(Focusing Establishment Department Corridor)	
47.	Camera 47	Dome	Board Room Entrance	Board Room Corridor
48.	Camera 48	Bullet	Establishment Department (Focusing SRI Corridor)	
49.	Camera 49	Bullet	Establishment (Focusing MCD Lobby)	Inside Preventive Hall
50.	Camera 50	Dome	Vigilance (Focusing Corridor)	Inside Personnel & Establishment Section
51.	Camera 51	Bullet	Preventive Rest Room (Focusing Corridor)	
52.	Camera 52	Dome	Lift No. 3 and stairs	Inside Appraising Refund Section.

ANNEXURE – II

TENDER PROCESS

1. e-Tender is invited in two parts i.e. (1) Technical Bid (2) Financial Bid. The e-Tender for Technical Bid in proforma prescribed in Annexure-III and the e-tender form for the financial bid in proforma prescribed on e-procurement website www.eprocure.gov.in complete in all aspects, shall be submitted to e-procurement websites : www.eprocurement.gov.in by enrolling himself. Incomplete bid documents shall be rejected. The valid technical bids shall be scrutinized by this office to short list the eligible bidders. Thereafter, the Financial Bids of the short listed bidders who have qualified in Technical Bid will be opened. Late submission of tenders shall not be accepted.
2. The bidders shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same along with the Technical Bid. The Tenderers / Bidders would fill up the information in the Annexure III & IV enclosed at the end of these documents in clear and legible terms. Annexures shall also have to be signed and stamped by the bidders or his authorized signatory. The tenderers / bidders shall quote their rates for the service for maintenance to be provided (in both words and figures) which should include all taxes, GST and any other charges and the same would not be payable over and above rates quoted.
3. This office reserves the right to postpone / and / or extend the date of receipt / opening of Rates / Quotations or to withdraw the same without assigning any reason thereof.
4. This office reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds of such action.
7. Multiple Submission of Bid will be summarily rejected and bidder will be blacklisted for filling tenders of Kolkata Customs.
8. The tender documents are not transferable.

TERMS AND CONDITIONS

ELIGIBILITY CRITERIA

- A) The bidder must have GST Registration and Copy of the same should be enclosed failing which the tender will be technically rejected.
- B) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act 1961. Copy of the same should be enclosed.
- C) The successful bidder must produce a solvency certificate from his banker for an amount not less than the AMOUNT OF THE CONTRACT FOR THE PERIOD OF 01 (ONE) YEAR.

OTHER TERMS AND CONDITIONS

- Bidders must have past experience in performing job of similar nature. Bidder/Vendor must attach proof of the experience that has to be submitted clearly indicating the name and address of organization where such job was performed.
- The bidders/vendor shall study the existing CCTV surveillance system installed at various locations of Custom House mentioned in “Annexure I” before quoting the final amount. The technical specification shall comply with “Annexure I”.
- The maintenance shall be taken on “as is where is basis”.
- The bidders have go give onsite warranty of for 1 year for the product they will supply.
- The undersigned will not be responsible for non-receipt/ late receipt / loss of tender documents sent by post.
- The bidder can be blacklisted by the Depts. /Ministries of the Govt. Of India/State Govt. /PSUs. Subject to violation of terms and conditions.
- Bidders should inspect the nature/place of work before submitting the quotations and for inspection, query or clarification they are to approach

Superintendent of Customs (Prev.), S.C.H. department, Custom House, Kolkata.

- Payment shall be made quarterly basis i.e. at the end of every three months on submission of bill (in triplicate) along with satisfactory service report for the period duly signed by the in-charge of CCTV surveillance System.
- Duration of the AMC will be for one year. The AMC will include periodical maintenance, overhauling, reinstallation & replacement as and when required. In case of repair of any defective parts or supply of spares are required, the labour charge, removal, installation, transportation charges shall be borne by the awarded bidder at their own expense.
- The contract shall include repairing, servicing, replacement, installation transportation cost etc. Care should be taken to check all electrical connection are proper and there is no damaged wire or any leakages or short circuit.
- The service provider shall indemnify and shall keep this office indemnified against acts of omission or any negligence of the men engaged for the work and this office shall not be liable to pay any damage or compensation to such person or to third party. All damages shall be charged to the service provider and recovered from its dues/bills.
- All existing statutory regulations of both state & Central Government shall be adhered to and complied with by the Service Provider. The service provider shall strictly comply the terms and conditions of the agreement. Failure by the service provider to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in service shall result in termination of the contract.
- Price should be quoted clear and inclusive of all taxes and other charges, if any. No escalation of rates whatsoever would be allowed during the pendency/currency of the contract for whatever reason.
- The successful bidder on award of contract need to submit 10% of the bid value as performance security in the form of Bank Guarantee (BG)

executed in the name of “**RBI A/c The Commissioner of Customs, Kolkata**” within 21 days of issuance of Work Order and should remain valid for 14 months.

- In case of any change in terms and conditions, Addendum or Corrigendum will be issued and the bidder shall abide by the same.
- All the critical dates are mentioned in the e-procurement website www.eprocurement.gov.in

The Technical Bid

- a) Tender Document (all pages signed)
- b) Annexure III (duly filled in) along with necessary enclosures and other supporting document.
- c) All the documents mentioned in the Terms and Conditions.
- d) Annexure IV

This issue with the approval of Joint Commissioner of Customs (A&A).

Sd/-04.01.2018
ASSISTANT COMMISSIONER OF CUSTOMS
SCH, CUSTOM HOUSE, KOLKATA.

ANNEXURE – III

PROFORMA FOR SUBMISSION OF TECHNICAL QUOTATION

01	Name of the Supplier/Vendor	
02	Address along with Contact Number	
03	Name, Address and Contact Person	
04	GST registration number	
05	Brand name	
06	Other certificates included (Give the names of certificates which have been included)	

ANNEXURE-IV

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

Date:

To
The Commissioner of Customs, (A&A)
S.C.H. Section, Custom House,
15/1, Strand Road, Kolkata-700001

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We have submitted my bid for the above mentioned 'Tender/Work' on www.eprocure.gov.in as per your advertisement. .
2. I.....Son/Dau
ghter/Wife of
Shri.....Proprieto
r/Partner/Director/Authorized signatory of
M/s.....am
competent to sign this declaration and execute this tender document.
3. I offer to work at the rates as indicated in the price Bid/BoQ inclusive of all applicable taxes.
4. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (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.
5. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
6. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety and will abide by the instructions in work order/AOC.
7. I / We certify that all information furnished by the me/Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason, summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully

Date:

Signature of the authorized Signatory of the
firm/ Company/Organization

Place:

Office Stamp/Seal: