



## Surat Municipal Corporation (SMC)

**Bid for shifting of existing CCTV cameras at SMIMER Campus  
[DC-ISD-SHIFTING-CCTV-02-2025]**

**Online Bid Start Date**

May 07, 2025

**Online Bid End Date**

**(Last Date of Online Submission of Bids)**

May 16, 2025

**Last Date of Physical Submission of Bid Fee & EMD in Hard Copy**

May 23, 2025

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**Information Systems Department (ISD)**

**Surat Municipal Corporation**

**Muglisara, Surat-395003**



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## 1. Notice Inviting Bid

	<p align="center"><b>Surat Municipal Corporation (SMC)</b> "Surat Mahanagar Seva Sadan" Gordhandas Chokhawala Marg, Muglisara, Surat - 395003, Gujarat <b>Notice Inviting Bid DC-ISD-SHIFTING-CCTV-02-2025</b></p>	
<p><b>Bid for shifting of existing CCTV cameras at SMIMER Campus</b> for Surat Municipal Corporation (SMC) is invited online on <a href="https://smctender.nprocure.com">https://smctender.nprocure.com</a> from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>		
<b>Bid Fee</b> (Non-refundable)	• Rs. 708/- (Rs. 600/- + 18% GST) (by DD or Banker's Cheque only)	
<b>EMD</b>	• Rs. 4,000/- (by DD or Banker's Cheque only)	
<b>Online Bid Start Date</b>	• 07/05/2025	
<b>Online Bid End Date</b> (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	• 16/05/2025 upto 18:00 hrs.	
<b>Submission (in Hard Copy) of Bid Fee and EMD</b>	• In sealed envelope strictly by RPAD/Postal Speed Post on or before 23/05/2025 upto 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	
• Bidders have to submit Price bid and Technical Bid online along with all necessary documents as per tender document requirement in electronic format only on <a href="https://smctender.nprocure.com">https://smctender.nprocure.com</a> website till the Last Date & time for Online Submission.		
The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.		
<p align="right">Deputy Commissioner Surat Municipal Corporation</p>		



## 2. Key Events & Dates

Event	Target Date
Notice Inviting Tender	DC-ISD-SHIFTING-CCTV-02-2025
Bid Availability	Start from 07/05/2025 upto 16/05/2025 upto 18:00 hrs.
Bid Fee	Bid Fee of Rs. 708/- (Rs. 600/- + 18% GST) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	Rs. 4,000/- by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Online Bid Start Date	07/05/2025
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	On or before 16/05/2025 upto 18:00 hrs.
Submission (in Hard Copy) of Bid Fee and EMD	In sealed envelope strictly by RPAD/Postal Speed Post on or before 23/05/2025 upto 18:00 hrs. To the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.

## 3. Eligibility Criteria

The bidder interested in being considered for "Bid for shifting of existing CCTV cameras at SMIMER Campus" should fulfill the following minimum criteria:

- 3.1.** The **bidder bidding for shifting of existing CCTV cameras at SMIMER Campus** must be the manufacturer or authorized by the manufacturer as per the MAF format at Section – 9, Part – C (Form – A: Authorization Letter from OEM). It will, however, be preferred that the Original Equipment Manufacturer (O.E.M.) quotes directly.
- 3.2.** The bidder must have completed at least 3 years of experience/operation in the field of supply, installation and support of CCTV Cameras as on bid start date and should have local office in Surat. Documentary evidence required to be attached. (Note: If bidder does not have the local presence, bidder should open a local office within 60 days from issuance of Work Order).
- 3.3.** The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.
- 3.4.** The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as per Clause No. 4.5.



## 4. Instructions for the Bidder

### 4.1. Availing Bid Documents

Blank bid documents can be downloaded from the web site <https://smctender.nprocure.com> up to the date and time mentioned in the Online Bid Invitation Notice DC-ISD-SHIFTING-CCTV-02-2025.

### 4.2. Addenda & Corrigenda

If required the Addenda and Corrigenda will be issued and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

### 4.3. Submission of Price Bid and Technical BID

The price bid and the technical bid containing all the relevant supporting documents must be submitted online only on <https://smctender.nprocure.com> on or before the last date of submission of the bid. No documents except the Bid Fee and EMD to be accepted in hardcopy. It is advised to keep the softcopy of the relevant documents ready and upload the same in advance on <https://smctender.nprocure.com> with respect to this tender to avoid issues if any.

All the relevant softcopy should invariably follow the (n)Code portal's specific requirements pertaining to file types, file size, file name length, etc.

- **File Types:** Files with only .pdf, .doc, .txt, .xls, .ppt, .pps, .png, .gif, .jpg, .zip, .rar extension can be uploaded.
- **File name:** It should not be more than 70 characters. Special Characters Like ( ' % @ < > : \* ? | & ~ ^ ) are not permitted.
- **File size:** Single file size should not be more than 3 MB.

The bid document (duly signed and stamped) in hard copy shall be submitted by the successful bidder upon intimation from SMC.

### 4.4. Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Bid Fee of Rs. 708/- (Rs. 600/- + 18% GST)** and **EMD of Rs. 4,000/-** by separate Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
- Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.

4.5. The bid should be filled in legibly, clearly indicating the figures and its value in words too.

### 4.6. Online Submission of the Technical Bid:

The bidder will be required to upload the **duly signed, stamped and notarized color scanned copy** of below mentioned documents in the same order of sequence online on [smctender.nprocure.com](https://smctender.nprocure.com) during e-tendering process.

1. Scan copy of Tender (Bid) Fee
2. Scan copy of EMD



3. Scan copy of Solvency certificate
  4. Scan copy of work order / Completion certificate / Contract clearly indicating years in operation (in support of Eligibility Criteria No. 3.2)
  5. Scanned copy of Bid Format given in Section – 9, Annexure to Technical Bid
    - A. Bidder's Details (signed and stamped page no. 35, 36 and 37)
    - B. Information of Authorized Signatory / Contact Person (signed and stamped page no. 38)
    - C. Authorization Letter from OEM (on OEM's letter head, page no. 39) (in support of Eligibility Criteria No. 3.1)
    - D. Performa of Compliance letter (on Bidder's letterhead, page no. 40 and 41)
    - E. Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division as per Form – D (To be submitted on Bidder's letter head, page no. 42)
    - F. Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division as per Form – E (To be submitted on OEM's letter head, page no. 43)
  6. Scan copy of duly filled, signed and stamped Technical Specification given in Section – 8 (To be submitted on OEM's letter head)
  7. Scan copy of duly filled, signed and stamped Technical Specification given in Section – 8 (To be submitted on Bidder's letter head)
  8. Scan copy of PAN card
  9. Scan copy of company registration with local body and state government/central government (**should be valid as on bid start date**)
  10. Scan copy of GST Registration Certificate
  11. Scan copy of duly signed addendum and Corrigendum, if any.
  12. Scan copy of any other document not mentioned above but required to be attached as per the tender requirement (Optional).
  13. Authorization Letter as per Clause-4.25 (mandatory in case tender signatory is other than Owner/Partner/MD/Director/Company Secretary) (Optional)
- 4.7. Demand Draft for E.M.D. & Tender (Bid) fee shall be submitted in electronic format through online mode (by scanning) while uploading the bid. This submission shall mean that E.M.D. & tender fee are received for purpose of opening of the bid. Accordingly offer of those shall be opened whose E.M.D. & tender (bid) fee is received electronically. However, for the purpose of realization of D.D. bidder shall send the D.D. in original through RPAD / Speed post as per Clause-4.10 below so as to reach to Chief Accountant, SMC within 7 days from the last date of online submission of the bid as per tender notice.**



**Penaltative action will be taken for not submitting original Demand Draft in the account department of Surat Municipal Corporation within 7 days from the last date of online submission of the bid for the first time as mentioned below.**

Sr. No.	Tender Amount	Penalty Amount in Rs.
1.	Up to Rs. 1 Crore	Rs. 10,000/-
2.	More than Rs. 1 Crore and Upto Rs. 10 Crore	Rs. 20,000/-
3.	More than Rs. 10 Crore and Upto Rs. 50 Crore	Rs. 30,000/-
4.	More than Rs. 50 Crore and Upto Rs. 100 Crore	Rs. 70,000/-
5.	More than Rs. 100 Crore	Rs. 1,00,000/-

**If bidder will not submit the penalty amount within 10 days to Surat Municipal Corporation and/or bidder will not submit the demand draft in original for the second time and after, Penaltative action shall be taken for abeyance of registration and cancellation of E-tendering code for 6 (six) months.**

**Any documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.**

**4.8. All documents must be coloured scanned to be seen as original. Scanning in black and white or gray shall not be acceptable.**

**4.9. All documents must be notarized with clearly-displaying stamp, number and name of the notary.**

**4.10. Sealing, marking and submission of the Bid Fee and EMD:**

Following documents shall only be submitted in Hard Copy to Surat Municipal Corporation by the bidder:

- Earnest Money Deposit (EMD)
- Tender Fee.

The "Bid Fee and EMD" shall be put in an envelope containing Bid Fee and Earnest Money Deposit (EMD) and shall be super scribed as "**Bid Fee and EMD**"

The envelope must be sealed and super scribed and must be sent as under:

Details to be mentioned exactly on sealed envelop	
<b>TENDER DETAILS</b> <ul style="list-style-type: none"> <li>• Notice No.: DC-ISD-SHIFTING-CCTV-02-2025</li> <li>• Bid Fee &amp; EMD for Bid for shifting of existing CCTV cameras at SMIMER Campus</li> <li>• Last Submission Date: 23/05/2025 upto 18:00 hrs.</li> </ul>	To, <b>The Chief Accountant,</b> <b>Surat Municipal Corporation,</b> Mahanagar Seva Sadan, Gordhandas Chokhawala Marg, Muglisara, Surat - 395 003, Gujarat, INDIA.

The envelope containing EMD, Bid Fee and Affidavit must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **23/05/2025 up to 18:00 hrs.** **Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SMC won't be responsible for postal delays.**

**TECHNICAL BID & PRICE BID**



The technical bid & price bid must be submitted online on <https://smctender.nprocure.com>. It should not to be sent physically, if submitted physically the bid shall be rejected.

**4.11.** The bidder will be bound by the details furnished to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

**4.12. Late Bids:** Bids not reaching on or before the specified time limit will not be accepted.

**4.13. Conditional Bids:** All the terms and conditions mentioned herein must be strictly adhered to by all bidders. Conditional tenders shall not be accepted on any ground and shall be subject to rejection without assigning any reason.

**4.14. Withdrawal of Bids**

Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.

**4.15. Period of Validity**

The offer should be valid for acceptance for a minimum period of **120 days** from the date of opening of the Price Bid. If required, SMC may request the bidder to have it extended for a further period.

**4.16. Language of Bids**

The bids prepared by the bidder shall be in the English language. The supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder), for purposes of interpretation of the bid, the English translation shall govern.

**4.17. Right To Accept or Reject Any Bid or All Bids**

SMC reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SMC's action.

**4.18. Firm Prices & Bid Currency**

Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.

**4.19. Costs to be Borne by Bidder**

All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the bid, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SMC, will be borne entirely and exclusively by the bidder.

**4.20. Acceptance of Terms & Conditions**

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid





documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

- 4.21. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the Technical Bid Application must be attested by the person authorized to sign the bids.
- 4.22. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.
- 4.23. The agency will be bound by the details furnished by him/her to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
- 4.24. The participation in the online tendering process implies that the bidder have thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.

#### 4.25. Authorized Signatory

For the purpose of submission of the bid, the bidder may be represented by either the Principal Officer (Owner/MD/Director/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority along with the technical bid. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the principal officer.

**4.26. Arithmetical errors will be rectified on the following basis. If there is a discrepancy** between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

**4.27. Disqualifications:** A Bidder shall be disqualified and Bids will not be considered if

- a) Hardcopy envelop does not show on it the reference of bid number and description as denoted and thus gets opened before due date(s) of opening specified in Notice Inviting Bids.
- b) The Price Bid and Technical Bid is submitted physically which leads to revelation of prices before the due date of opening of the Price Bid.
- c) The Earnest Money Deposit (EMD) & Bid fee is not deposited in the manner specified above.
- d) The Bid documents are not in a language as per Clause.
- e) The Bid documents are not signed affixing stamp by the authorized signatory.
- f) The Bid documents submitted are incomplete and/or ambiguous in any respect.
- g) Non-compliance of provisions and requirements of the Bid documents.



- h) Any or all correction(s) or pasted slip(s) is/are not initialled, authenticated by the Bidder.
- i) The Bid documents are not submitted in the manner specified in the bid document.
- j) Eligibility criteria are not met with.
- k) Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will result in a disqualification.



## 5. Indicative list of Documents to be submitted

Following documents shall be submitted in soft copy online on <https://smctender.nprocure.com> by the bidder so as to ascertain the claims made. Following is the indicative list of documents that are to be submitted.

#	Description of Requirement	Proof Required to be Submitted
1.	The bidder must be the manufacturer or authorized by the manufacturer as per the MAF format at Section – 9, Part – C (Form – A: Authorization Letter from OEM). It will, however, be preferred that the Original Equipment Manufacturer (O.E.M.) quotes directly.	Authorization letter from OEM
2.	The bidder must have completed at least 3 years of experience/operation in the field of supply, installation and support of CCTV Cameras as on bid start date and should have local office in Surat. Documentary evidence required to be attached. (Note: If bidder does not have the local presence, bidder should open a local office within 60 days from issuance of Work Order).	Copy of work order / Completion certificate / Contract clearly indicating years in operation
3.	The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.	Self-declaration / Undertaking by bidder as per Form – 'B', Section – 9
4.	EMD & Bid Fee	As per clause 4.4
5.	Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank.	Solvency Certificate as per Clause No. 7.13
6.	Compliance with technical specification as mentioned in Section – 8	Duly filled Section – 8 [Technical Specification] must be submitted separately on OEM's letter head as well as on Bidder's letter head. The same must be duly signed and stamped by authorized person.
7.	Product literature	Technical details/brochures / specification sheet of bided



		products
8.	Undertaking from OEM	On OEM's letter head as per Form – 'A' as mentioned in Section- 9
9.	The compliance letter as per Form 'B'	On Bidder's letter head as per Form – 'B' as mentioned in Section- 9
10.	Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division	Should be submitted separately on bidder's letter head as per Form – C and OEM's letter head as per Form – D as mentioned in Section – 9
11.	Goods & Service Tax Registration Nos.	Copy of the Goods & Service Tax (GST) Registration Certificate duly notarized
* Note: Additional documents other than above if any, required for supporting the claims made by the bidder should be attached.		



## Surat Municipal Corporation (SMC)

### TECHNICAL BID

### Bid for shifting of existing CCTV cameras at SMIMER Campus [DC-ISD-SHIFTING-CCTV-02-2025]

#### Online Bid Start Date

May 07, 2025

#### Online Bid End Date

(Last Date of Online Submission of Bids)

May 16, 2025

#### Last Date of Physical Submission of Bid Fee & EMD in Hard Copy

May 23, 2025

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Information Systems Department (ISD)  
Surat Municipal Corporation  
Muglisara, Surat-395003

Technical  
Bid



## TECHNICAL BID

### 6. Scope of Work

- 6.1. The primary requirement is to shift the existing IP Based CCTV Cameras installed at various locations of SMIMER Campus to another location as suggested by concerned departments of SMIMER Hospital as well as SMIMER Medical College within SMIMER Campus only.
- 6.2. The detailed scope of work included unmounting/mounting of existing CCTV cameras, SLTC (supply, laying testing and commissioning) of network cables and pipes, SITC (supply installation, testing and commissioning) of network equipments like PoE network switches, 2U Rack, etc.
- 6.3. The bidder is required to conduct detailed feasibility study and site survey in accordance with scope of work as mentioned in this tender document for shifting of CCTV cameras. The feasibility report shall clearly highlight following:
  1. Mapping of existing CCTV camera location with proposed location along with CCTV cameras type and quantity
  2. Source of power supply
  3. Cabling, Trenching and last mile connectivity requirements with detailed drawings to be submitted as part of feasibility report
- 6.4. The bidder shall be responsible for cable laying, ducting etc. for CCTV system. The bidder is responsible for termination of LAN cable/ last mile connectivity of CCTV system to the existing network infrastructure at respective site to integrate the CCTV System with data centre, command centre etc.
- 6.5. The IP Pool and network routing requirements are to be finalised by the bidder in consultation with SMC. It is to be noted that the range/class/IP pool may be different at different locations and hence SI should design their solution accordingly.
- 6.6. SMC needs to be fully informed of the results of the feasibility survey and the amount and extent of the demolition and site clearance shall then be agreed with the SMC. Selected bidder has to inform & take necessary approval from SMC in advance (minimum 2 weeks) for the digging or excavation required w.r.t. ROW/RI. The bidder is required to submit the detailed plan with drawing for approval. SMC will facilitate such permissions and provide support wherever required. The restoration cost, if any shall be borne by bidder and same shall be reimbursed by SMC.
- 6.7. The SI has to ensure that on completion of work, site has to be restored to its original condition as per site requirements.
- 6.8. All equipment installed as part of CCTV system under the scope of this project should be with 3 years replacement warranty.
- 6.9. **RoW and Restoration Charges:**
  - 6.9.1. Bidder is required to carry out complete process as per SMC guidelines including taking permission. SMC will provide necessary support to expedite the permission.



- 6.9.2. The security deposit required to be paid at the time of Road Digging Permission will be waived off by SMC.
- 6.9.3. The Road Reinstatement Charge (RI Charge) will be reimbursed on quarterly basis as per actuals on submission of bills.
- 6.9.4. In case of HDD, the Road Reinstatement Charges will be calculated considering the actual road that has been dug (the pit area).
- 6.9.5. For micro trenching bidder is required to undertake the restoration at his cost. No reimbursement will be made in this regard by SMC. Depth of cable using Micro trenching should be in compliance with the specification of the tender document.
- 6.9.6. Annual Rentals as per SMC policy will be waived off by SMC.
- 6.10. The bidder shall inform all concerned authorities and obtain NOC or permissions as required before starting work.
- 6.11. In case of the permission is required from any other authority apart from SMC, the bidder is required to coordinate. SMC/SSCDL will facilitate and provide necessary support to expedite the same.
- 6.12. **Quantity Variation**
  - 6.12.1. The quantity defined in the tender document are estimated and the actual quantity will be executed based on the actual site survey by the selected bidder at the time of project implementation. The quoted rate will remain firm and same for such variation in quantity. The successful bidder shall not object to the upward or downward variation in quantities.
  - 6.12.2. Quantities mentioned in the commercial formats are indicative in number. SMC at its discretion may or may not procure the listed components in mentioned quantities at the time of placing order / agreement. SMC has the rights to delete any of the component before final implementation. The successful bidder shall not object to the upward or downward variation in quantities of any item.
  - 6.12.3. The payment for cables, ducting and PVC pipes will be made on actual quantity and payment will be made at tender rates.
  - 6.12.4. No claim shall be entertained or become payable for price variation of additional quantities.
- 6.13. The bidder shall be required to repair the faulty component/equipment at the earliest or within the problem resolution time as per SLA defined in this tender document. However, if any component/equipment gives continuous trouble, the bidder shall replace the same with the new compatible component/equipment of the same or higher configuration without any additional cost to SMC.
- 6.14. The bidder must integrate hardware and software components along with rest of the IT Infrastructure at SMIMER Campus to make the system integrated and fully functional.
- 6.15. Necessary installation/reinstallation, configuration and implementation support to be provided by bidder.



- 6.16. In case if breakdown/ maintenance work is required to be carried out during nonworking days/ hours, the bidder shall attend the task(s) during this period at no extra payment.
- 6.17. The bidder may be asked to supply all the installation material/ accessories/consumables (e.g. screws, clamps, fasteners, ties anchors, supports, grounding strips, connectors, wires etc.) necessary for the installation and operation of the systems.
- 6.18. The bidder has to prepare and submit a delivery report including details of components supplied. The delivery report will be validated by the identified SMC authorized person.
- 6.19. None of the components and sub-components that are declared "End-of-sale" by the respective OEM in next 5 years as on date of submission of Bid shall be proposed.
- 6.20. All system software should be regularly patched/updated. Major patching/update which requires system downtime has to be informed well in advance and should be undertaken only after SMC's confirmation.
- 6.21. Necessary network connectivity WAN will be provided by SMC. However, the SI will be responsible for network configuration and management of the IT infrastructure provided under this project.
- 6.22. The physical infrastructure management and maintenance services shall include but not limited to:
- i. Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT/ Hardware and Software). The cost for repair and replacement shall be borne by the bidder.
  - ii. The selected bidder shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met. To provide this service it is important for the selected System Integrator to have back-to-back arrangement with the OEMs.
  - iii. Component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). In case the selected Bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.
  - iv. The selected Bidder shall also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by SMC at any time.
  - v. Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
  - vi. Troubleshooting issues in the infrastructure, network and IT application to determine the areas where fixes are required and ensuring resolution of the same.





- vii. Implementation and maintenance of standard operating procedures for maintenance of the infrastructure based on SMC's policies.

## 6.23. **Warranty**

The bidder shall provide the comprehensive manufacturer's warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc., covered by this bidding document. The bidder must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this bidding document against any manufacturing defects during the warranty period.

### 6.23.1. **Warranty for each item should be as mentioned in the detailed technical specification given in section – 8.**

6.23.2. The bidder shall, for this purpose, stock sufficient spares for rendering service and meeting SLA.

6.23.3. No separate charges shall be paid for visit of engineers or attending to faults and repairs or supply of spare parts.

6.23.4. During the implementation period and warranty period, bidder shall perform all the functions as enunciated at no extra cost to SMC.

6.23.5. The support for planning, optimization and tuning of hardware and software after commissioning, whenever needed during Operation period/ Warranty shall be provided by bidder at no extra cost to SMC.

6.23.6. Mean Time between Failures (MTBF): If during warranty period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the bidder at no cost to SMC. For any delay in making available the replacement and repaired equipment for inspection, delivery of equipment or for commissioning of the systems SMC reserves the right to charge a penalty.

6.23.7. Warranty should not become void, if SMC buys, any other supplemental hardware from a third party and installs it within these equipments under intimation to the bidder. However, the warranty will not apply to such supplemental hardware items installed.

6.23.8. The bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

6.23.9. The bidder shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.

6.23.10. Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).



Following activities to be carried out by bidder during Warranty Support:

1. In case if breakdown/ maintenance work is required to be carried out during nonworking days/ hours, the bidder shall attend the task(s) during this period at no extra payment.
2. The bidder should either repair the equipment, or replace the equipment with new equipment, to ensure the CCTV system is operational. Any equipment is either breakdown, damaged due to the negligence of bidder, or any technical reasons, it should be replaced with new equipment or item under the guidance of operational team of the SMC.
3. In case the quoted item is not available in the market, the bidder shall have to supply higher Version/ Replacement of that item with prior approval of SMC at no extra cost. No "End of Life" product should be supply to minimize such instances during OEM support for 5 years. If any spare(s)/ material(s) found defective than same should be repaired or new spare(s)/ material(s) is to be replaced. In any case second hand material is not allowed.
4. In case if the bidder is not able to repair the original equipment or any part of it, the bidder shall supply the new substitute of same specifications or of higher specifications, with prior approval of the concern officer in SMC. In case, if it is found that the substituted item is of lower quality/specification then the same must be replaced. In case of, repetitive instances, SMC will take punitive action against the bidder.
5. The bidder should perform all the tasks that need to be taken to upkeep the CCTV system in a 24 x 7 days environment. This includes but not limited to any component breakdowns, reworks; relay of cable/re-configure system that needed to perform / replacing the breakdown components etc. as per SLA.
6. The bidder should also take up the work including reworks, relaying of cable cuts, shifting of equipment, reconfiguring the system, optimization or performance of CCTV system, re-installation of software/firmware. Bidder to ensure above activities without any additional cost to SMC.
7. Deploy required number of competent technical manpower /engineers/ supervisors along with necessary spare parts, standby items and inventories of all parts of Project during the warranty period at its own cost for evaluation of performance, operation, maintenance and management of the Project and its components in order to maintain the Minimum Service Levels specified in tender document during the warranty period. Necessary technical personnel shall also be deputed by the bidder at its own cost for investigating defects and failures and carrying out modifications as and when required during the Contract Period.
8. Undertake timely upgradation of Project if need so arise during the Contract Period.
9. Take all precautions to ensure that the all hardware (including Non-IT/ passive items) involved remains safe and secure in general and free from attacks arising from



attempted manipulation, fraud, break down, compromising of data security, malware and virus attacks, physical attacks or damage due to neglect or omission.

10. Ensure that any premises provided by SMC to the bidder for the purpose of carrying out its obligations shall be used solely for the purpose of carrying out the functions intended and obligations placed under this contract and not for any other purposes.
11. The bidder shall not permit anti-social activities/illegal activities on premises during the warranty Period. Any liabilities arise as consequences of such event shall be borne by the bidder. On occurrence of such event, the bidder shall solely responsible for legal remedies and SMC may consider Termination on occurrence of such event.
12. Take prompt and reasonable action for redressal of each complaint received from users including complaints received by SMC related to Project.
13. Obtain and keep valid all applicable permits/ Licenses required by it under applicable laws for carrying out its scope of work.
14. The bidder shall be required to hand over all the equipments in working condition at the time of completion/termination of the warranty period, otherwise the equipment, found faulty, shall be rectified from any external agency and whole replacement/repair cost will be borne by the bidder only.
15. The bidder is not responsible to maintain the existing infrastructure which is being re-utilized for this Project. However, bidder is required to inform the SMC if any damage/discrepancies observed during the monitoring. SMC shall get the faulty equipment repaired by their respective Service Provider.
16. Warranty Terms shall not be applicable in the event of damages due to Vandalism, tempering of hardware or any of the Project components by Authority's staff or any external party. In such an event, the SMC shall request the bidder to repair/replace the damaged component of Project and reinstall the same. Reasonable repair/replacement costs towards the same shall be reimbursed by the SMC to the bidder.

#### 6.24. Design Considerations and Operating Condition

- 6.24.1. **Reliability:** The proposed equipment must be designed to cater for 24x7 round-the clock operations.
- 6.24.2. **Maintainability:** The bidder has to maintain the uptime for entire system as mentioned in SLA. This uptime is exclusive of regular maintenance. The minimum down-time for all the components, factors such as ease of replacement, mean-time-to-repair (MTTR) has to be incorporated in the system design and proposal and the same to be submitted.
- 6.24.3. **Upgradeability:** Each part of the system produced should be modular and easily reconfigurable and upgradeable. The system should be preferably based on an open system concept.
- 6.24.4. **Security:** Network and Physical Security of the equipment against all the possible threats needs to be taken care of while designing the entire system.



The utmost care and due consideration for the security of data / video is mandatory as the data is directly related to law & order and Surveillance.

## 6.25. **OEM Support**

- 6.25.1. Bidders are required to specify only one specific make and model of each item and provide the details in the technical bid. **Providing more than one option shall not be allowed.**
- 6.25.2. Bidder must be authorised by the OEM by submission of MAF in notarized copy to quote on behalf of the manufacturer for supply, install and comprehensive onsite warranty of the equipment that they offered. The MAF from OEM has to be as per format mentioned in section 9, Part - C.
- 6.25.3. The bidder should have a back-to-back support from OEMs on the PoE network switch for 3 years. Any upgrade and updates of software for the next 3 years shall be made available by the bidder without any additional cost. OEM should provide adequate spares support to bidder to upkeep the entire system.
- 6.25.4. The relevant product information, brand and model number offered, printed product brochure, technical specification sheets, datasheets etc. should be submitted along with the bid. Failure to submit this information along with the bid shall result in disqualification.
- 6.25.5. The bidder shall furnish undertaking confirming compliance to technical specifications and complete functional requirements as stated in the bid document for all equipment proposed from OEMs. Please refer to section – 8 for technical specifications.
- 6.25.6. The bidder shall also furnish the undertaking from their OEM confirming compliance to technical specifications requirements as stated in the bid document. Please refer to section – 8 for Technical and functional specifications.
- 6.25.7. The bidder must not bid/supply any equipment that is likely to be declared end of sale within one year from the date of supply. The successful bidder would be required to replace all such equipment with latest and at least of equivalent configuration. The successful bidder shall submit an undertaking from OEM in this regard to the SMC.

## 6.26. **Electrical works and power supply**

For those locations where the existing power supply is there in place, the bidder will be required to lay necessary power cable with conduit to draw power upto the PoE Network Switch/Media Converter/PoE Injector.

## 6.27. **Cabling Infrastructure**

- 6.27.1. The bidder shall provide standardized cabling for all devices and subsystems in the premises.
- 6.27.2. All cables shall be clearly labelled with indelible indications that can clearly be identified by maintenance personnel. The proposed cables shall meet the valid directives and standards.



6.27.3. Cabling must be carried out as per relevant BIS/IS standards. All cabling shall be documented in a cable plan by the SI.

**6.28. Lightning-proof measures**

The bidder shall comply with lightning-protection and anti-interference measures for system structure, equipment type selection, equipment earthing, power, signal cables laying. The bidder shall describe the planned lightning-protection and anti-interference measures in the feasibility report. Corresponding lightning arrester shall be erected for the entrance cables of power line, video line, data transmission cables. All crates shall have firm, durable shell. Shell shall have dustproof, antifouling, waterproof function & should be capable to bear certain mechanical external force. Signal separation of low and high frequency; equipment’s protective field shall be connected with its own public equal power bodies; small size/equipment signal lightning arrester shall be erected before the earthling. The Internal Surge Protection Device for Data Line Protection shall be selected as per zone of protection described in IEC 62305, 61643-11/12/21, 60364-4/5. Data line protection shall be used for security system, server data path and other communication equipment. Data line protection shall be installed as per zone defined in IEC 62305. Type 1 device shall be installed between zone 0B and zone 1. Type 2 devices shall be installed before the equipment in zone 2 and 3.

**6.29. Earthing System**

All electrical components are to be earthen by connecting two earth tapes from the frame of the component ring and will be connected via several earth electrodes. The cable arm will be earthen through the cable glands. The entire applicable IT infrastructure i.e signal junction shall have adequate earthing. Further, earthing should be done as per Local state national standard in relevance with IS standard.

6.29.1. Earthing should be done for the entire power system and provisioning should be there to earth all equipment procured under this project so as to avoid a ground differential.

6.29.2. All metallic objects on the premises that are likely to be energized by electric currents should be effectively grounded.

6.29.3. There should be enough space between data and power cabling and there should not be any cross wiring of the two, in order to avoid any interference, or corruption of data.

6.29.4. The earth connections shall be properly made.

**6.30. Response & Resolution Time:** The successful bidder on commissioning of the product shall ensure maximum uptime for the product/service during warranty period.

<b>Mean Time to Repair (MTTR) - MTTR shall be monitored on the time taken between logging of complain against the equipment &amp; its closure</b>				
1.	Edge Switch	level	<= 4 Hrs	No penalty
			>4 Hrs to <= 6 Hrs	Penalty of Rs 250 for each hour of delay
			>6 Hrs to <= 8 Hrs	Penalty of Rs 500 for each hour of delay



		> 8 Hrs	Rs. 2000 for each day's delay whichever is higher.
<b>Note:</b> 1. Following will not be considered for downtime calculation i. Equipment down due to power failure at Location or due to loss of network connectivity attributable to SMC ii. Schedule maintenance by bidder with prior information to SMC 2. SLA for MTTR shall be calculated within Business Hours of SMC.			



## 7. Terms & Conditions

- 7.1.** Prices to be quoted should be inclusive of all Central/State taxes, levies, custom duties, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the agency.
- 7.2. The prices/charges quoted should also include:**  
The prices/charges quoted for **Shifting of CCTV Cameras** should also include:
- Cost of necessary power cables, signal cables, connectors, convertors, controllers, mounting kit and necessary device drivers/software that are specified/not specified in this bid but necessary.
  - Onsite back-to-back OEM warranty including service and parts for each item should be as mentioned in the detailed technical specification given in section – 8** covering all movable plastic and other parts of the equipment in warranty comprehensively except the consumable items and any other items which are physically damaged or burnt.
  - Delivery at installation site in SMC's main office or at any other office to be decided by the SMC, within Municipal limit.
  - Transit Insurance, Freight and loading, unloading charges up to SMC's site.
  - Installation & Commissioning of the software and the hardware.
- 7.3.** If the bidder is not the OEM, he will be required to submit "Authorization Letter from OEM" (as per **Form 'A'**) in soft copy online on <https://smctender.nprocure.com> on the OEM's Letter Head. An authorized signatory of the O.E.M. should sign this undertaking.
- 7.4.** The bidder has to submit the "Self-Declaration" as per the Performa of Compliance Letter (as per **Form 'B'**) in soft copy online on <https://smctender.nprocure.com> on its letter head duly signed by the authorized signatory.
- 7.5.** The bidder has to submit "Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division" in soft copy online on <https://smctender.nprocure.com> separately on bidder's letter head as per **Form – 'C'** and OEM's letter head as per **Form – 'D'** as mentioned in Section – 9.
- 7.6.** The Bidder should be required to quote for all the items depending on his techno-commercial capability to supply & support that range of products.
- 7.7.** Bids for locally assembled or grey market products will not be entertained and will be summarily rejected. Only the products of Make and Model meeting or exceeding the specification specified in Section-8: Technical Specification against each item will be considered. In case, the make is not specified then only those products with well-known national/multinational brand will be considered for the particular item. In case, the model is not specified than the bidder may quote for any model matching the specifications. The technical specification of such products shall be furnished.





**7.8.** The right to reject accepts any/all bid(s) without assigning any reason thereof is reserved.

**7.9. Delivery schedule:**

The bidder will be required to complete the feasibility and submit the feasibility report as per the tender requirements within 5 days from date of issuance of work order.

The successful bidder shall deliver, install, configure the network components and complete the shifting of existing CCTV cameras within 30 days from the date of the Work/Purchase order.

A **penalty of 0.2% of the value of that particular item** will be charged for delayed supply and installation for delay of each day thereafter.

**7.10. Security Deposit**

The successful bidder will be required to place **Security Deposit at 5%** of the consideration of the Contract by Demand Draft or Banker's Cheque Payable at **Surat** in favour of **Surat Municipal Corporation** of any scheduled/nationalized bank within 10 days from the date of notice of award of contract, failing which a **penalty at 0.065%** of the amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.

**7.11. Agreement and Undertaking**

The Awardee i.e. the selected agency will have to enter into an Agreement and submit an Undertaking with SMC for supply of goods and its/their installation, Commissioning etc. on a Rs. 300/- stamp paper (or of appropriate amount) of Government of Gujarat at the agency's own cost within 10 (ten) days period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.

**7.12. Solvency Certificate**

Along with the technical bid documents, the bidder should submit Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank. **The Solvency Certificate should valid and should not be older than one year from the bid start date.**

**7.13.** No interest shall be paid on **Earnest Money Deposit** and/ or **Security Deposit** placed.

**7.14.** Any offer/bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.

**7.15.** Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture. The agency is expected to examine the Bid Document carefully. Failure to furnish all information required as per the Bid Document may result in the rejection of the bid

**7.16.** In case if breakdown/ maintenance work is required to be carried out during non-working days/ hours, the bidder shall attend the task(s) during this period at no extra payment.





- 7.17.** The selected bidder shall provide User Manuals, Operational and Maintenance Manuals, etc.
- 7.18.** The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the contract period, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SMC by the Awardee agency upon a communication made therefore.
- 7.19.** The total penalty could be up to 10% of the Consideration of Contract and the decision of head of the Information Systems Department, SMC shall be treated as final in such cases.
- 7.20.** The bidder shall indemnify SMC from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:
- any negligence or wrongful act or omission by the bidder or any third party associated with bidder in connection with or incidental to this Contract; or
  - any breach of terms as stated in the bid document, the bidder's Bid and the Contract with the bidder
  - any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof.
- 7.21.** Prices to be quoted in Indian Rupees and should be inclusive of all Central/State taxes, levies, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the bidder.

### Notes

- a) Surat Municipal Corporation does not hold "C" or "D" certificate under the Sales Tax laws.
- b) Surat Municipal Corporation is a "Local Self-Government" and the procurement of products, materials, goods, articles is going to be solely used, utilized for public amenities and purposes and also for relief to the poor through its various departments including public hospitals, health centers, dispensaries, maternity homes, pathological laboratory, filaria/malaria, chemical and bacteriological laboratories, Medical college and secondary and primary education schools. Hence, benefit of exemption, concession etc., if any, in Central/State taxes, levies etc. shall be passed on to the SMC.

### 7.22. TAX LIABILITY

GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the



amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by SMC.

- 7.23.** SMC may buy full/partial quantity from one/more bidder(s) and may split/ defer/ stagger the order(s)/ deliveries. The quantities shown in the tender are approximate and no claim shall be entertained for variation of quantities being less or more than those mentioned in the bid. The variations in the quantities shall not vitiate the contract.
- 7.24.** In case, the awardee i.e. the selected bidder fails to supply specified quantity and quality of goods in time or the performance of such supply/supplies are not found up to the mark or found of inferior quality vis-à-vis specifications, the earnest money deposit and/or security deposit will be forfeited at once.
- 7.25.** All goods to be supplied shall be of specified or higher speed/technology/version. SMC or its representative shall have the right (if it so desires) to test the goods to ascertain their conformity to the specifications. SMC shall notify to the agency for this purpose and nature of tests that may be conducted (if found necessary) for benchmarking.
- 7.26.** In case the quoted Item is not available in the market, the bidder will have to supply Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of SMC. No "End of Life" product should be quoted to minimize such instances till the bid validity (Make & Model quoted by the bidder should be available till the bid validity, duly supported for spares/OEM support for 3 years).
- 7.27. Terms of Payment:**
- 70% on Full Supply
  - 20% on successful completion and commissioning of the shifting work or after completion of 90 days from the date of full supply whichever is earlier
  - 5% on completion of 1<sup>st</sup> year of warranty



- 5% on completion of 2<sup>nd</sup> year of warranty
- 7.28.** It should be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting bid for any of the goods but emphasis will be given to the quality of the products and even the readiness to offer innovative technology thereof.
- 7.29.** Should the awarded bidder fail to deliver the scope of work in due time, SMC reserves the right to get the work done from third party at the bidder's risk and cost including the replacement of faulty components/equipments.
- 7.30.** The bidder shall extend all the benefits to the SMC such as free samples of products, materials, goods, articles including any kind of discount, rebate, commission, incentives normally offered to any other buyer in the form of gift or otherwise as part of the sales promotion scheme(s). If any sales promotion scheme(s) is/are launched after submission of bid or after the bidder is awarded with the contract by the SMC, all such benefits of the said sales promotion scheme(s) during the continuance of said scheme(s) shall have to be made available during the period of contract.
- 7.31.** The bidder shall provide relevant media for supporting software like device drivers, management software, etc.
- 7.32.** Only the products of Make and Model specified in **Section-8 [Technical Specifications]** against each item will be considered. The technical specification of such products shall be furnished.
- 7.33.** The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.
- 7.34.** The service engineer designated to resolve the complaints should be skilled and experienced in the works to be executed under the contract. The SMC has all the rights to reject the services provided by service engineer and can ask for a change, if not found fit.
- 7.35.** The bidder/ its personnel shall not divulge or disclose to any person, any details of office, operation process technical know-how, administrative/ organizational matters as all are confidential/secret in nature.
- 7.36. Back-office Support:** Additional support as and when needed shall be provided from offsite competent staff of the bidder for specialized repairs, maintenance, configuration and consultation with no extra cost.
- 7.37. Force Majeure:** The bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay is the result of an event of Force Majeure. "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the End customer in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions. The bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and feasible.



**Declaration:** I / We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us.

Place

Signature of Authorized Person

Date

Designation

Seal/ Stamp

Name



## 8. TECHNICAL SPECIFICATIONS

- The Bidder are required to mention make & Model of the product (Do not write "OEM" against items except the items asked to be integrated with Computers).
- The bidder can quote only one option (i.e. only one product can be quoted) against each item meeting or exceeding the below mentioned minimum specification.
- The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Column-C and Column-D respectively.
- The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
- In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.
- **The Technical Specification Sheet must be submitted on OEM's letter head for the items mentioned at serial no. 1. The same must be duly signed, stamped and notarised by authorised person of respective entity.**
- **The Technical Specification Sheet must be submitted on bidder's letter head for all below mentioned items. The same must be duly signed and stamped by authorised person of respective entity.**

### TECHNICAL (MINIMUM) SPECIFICATIONS [Part – 8a]

#	Item		Matched? [Yes/No]	Deviation from Specification / Remarks if Any
A	B		C	D
<b>1. 8 Port PoE/PoE+ web managed network Switch with Complete mounting accessories as required</b>				
1.	Type	Web Managed		
2.	Total Ports	<ul style="list-style-type: none"> <li>• 8 RJ-45 auto-negotiating 10/100/1000 PoE/PoE+ ports</li> <li>• Minimum 2 Combo 100/1000 BASE-X SFP/BASE T</li> </ul>		



#	Item		Matched? [Yes/No]	Deviation from Specification / Remarks if Any
A	B		C	D
		ports in addition to above ports		
3.	PoE Standard	IEEE 802.3af/ IEEE 802.3at		
4.	Protocols	<ul style="list-style-type: none"> <li>• IPV4, IPV6</li> <li>• DHCP support</li> <li>• IGMP</li> <li>• SNMP Management</li> <li>• Should support Loop protection and Loop detection</li> <li>• Should support Ring protection</li> <li>• End point Authentication</li> <li>• Should support NTP</li> <li>• Should have IPv4 and IPv6 Static Routing</li> </ul>		
5.	Access Control	<ul style="list-style-type: none"> <li>• Support port security</li> <li>• Support 802.1x (Port based network access control).</li> <li>• Support for IP and MAC binding based filtering and Access List.</li> <li>• Support security group access control list</li> </ul>		
6.	PoE Power per port	Sufficient to operate the Offered CCTV cameras/edge devices connected		
7.	Operating Temperature	0 - 45° C or better		
8.	Multicast support	IGMP Snooping V1, V2, V3		
9.	Management	<ul style="list-style-type: none"> <li>• The Switch should support simple Web management</li> <li>• Support NTP</li> </ul>		
10.	Power Supply	AC Input		
11.	Compliance	UL/EN/IEC		
12.	Warranty	3 Years comprehensive onsite Warranty with parts		



#	Item		Matched? [Yes/No]	Deviation from Specification / Remarks if Any
A	B		C	D
<b>2. 2U Wall Mount Rack</b>				
1.	Rack	2U ISO certified Wall mount Powder coated Steel cabinet		
		Lock & key with Toughened glass door at front side		
2.	Accessories	<ul style="list-style-type: none"> <li>1 Cooling Fan</li> <li>1 Cable Manager</li> <li>1 Equipment Placement tray</li> <li>3 Socket Power Strip</li> <li>Accessories like Nut &amp; Bolt Set for Whole rack to mount desired Equipment's.</li> </ul>		
		Compatible with 19-inch International Standards & ETSI Standards		
3.	Warranty	3 Years comprehensive onsite Warranty Support		
<b>3. UTP Cat 6 cable with rodent resistant jacket</b>				
1.	Shall be of 4 twisted pairs of 23 AWG solid conductors or better			
2.	Shall support network line speeds upto 1 gigabits per second or better			
3.	Shall be 4-pair Unshielded twisted pair with a cross filler/ isolator (+), meeting Category 6 tested till 500 MHz as per EIA/TIA-568C.2.			
4.	Should comply with all of the performance requirements for current and proposed applications such as Gigabit Ethernet, 100BASE-Tx, digital video and Voice			
5.	The Category 6 Solution shall fully comply with the link segment specifications for 1000 Base-TX in addition to the ANSI/TIA and ISO/IEC Category 6 requirements.			
6.	Shall have the length printed on the outer jacket of the cable after every meter.			
7.	With Rodent Resistance jacket			
8.	Inner Sheath Material-PE			
9.	Outer Sheath Material-LSZH			



#	Item		Matched? [Yes/No]	Deviation from Specification / Remarks if Any
A	B		C	D
10.	Insulation-High Density Polythene			
11.	Support for Temperature Range: 0 deg. To 50 deg			
12.	3 Years comprehensive onsite Warranty Support			
<b>4. UTP Cat 6 cable</b>				
1.	Shall be of 4 twisted pairs of 23 AWG solid conductors or better			
2.	Shall support network line speeds upto 1 gigabits per second or better			
3.	Shall be 4-pair Unshielded twisted pair with a cross filler/ isolator (+), meeting Category 6 tested till 500 MHz as per EIA/TIA-568C.2.			
4.	Should comply with all of the performance requirements for current and proposed applications such as Gigabit Ethernet, 100BASE-Tx, digital video and Voice			
5.	The Category 6 Solution shall fully comply with the link segment specifications for 1000 Base-TX in addition to the ANSI/TIA and ISO/IEC Category 6 requirements.			
6.	Shall have the length printed on the outer jacket of the cable after every meter.			
7.	3 Years comprehensive onsite Warranty Support			
<b>5. Power cable</b>				
1.	No's of core	3 core 1.5 sq. mm.		
2.	Materials	XLPE insulated and PVC sheathed armored cable with copper conductor of suitable size		
3.	Certification	ISI Marked		
4.	IS: 7098	XLPE insulated electric cables (heavy duty)		
5.	Warranty	3 Years comprehensive onsite Warranty Support		
<b>6. PVC Conduit pipe</b>				
1.	Diameter	25 mm (Dia.)		
2.	Standard	ISI		





#	Item		Matched? [Yes/No]	Deviation from Specification / Remarks if Any
A	B		C	D
3.	Warranty	3 Years comprehensive onsite Warranty Support		

Place

Signature of Authorised Person

Date

Designation

Seal/ Stamp

Name



## Surat Municipal Corporation (SMC)

### Annexure to Technical BID

**Bid for shifting of existing CCTV cameras at  
SMIMER Campus  
[DC-ISD-SHIFTING-CCTV-02-2025]**

#### Online Bid Start Date

May 07, 2025

#### Online Bid End Date

**(Last Date of Online Submission of Bids)**

May 16, 2025

**Last Date of Physical Submission of Bid Fee & EMD in  
Hard Copy**

May 23, 2025

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Information Systems Department (ISD)  
Surat Municipal Corporation  
Muglisara, Surat-395003

Annexure  
to  
Technical  
Bid



## 9. ANNEXURES TO TECHNICAL BID

All the documents listed below shall be annexed to the bid in the prescribed formats along with the necessary supporting documents to ascertain the claims made by the bidder.

### A. Bidder's Details

1 Details of responding firm/company	
a.	Name of the Bidder/Supplier
b.	Address
c.	Telephone <span style="float: right;">Fax:</span>
d.	Website
e.	Are you a Manufacturer / Authorized dealer / Sub dealer / Any other
f.	Income Tax Number [PAN]
g.	Goods & Service Tax (GST) No.
2 Information about responding firm / Company	
a.	Address of Head Quarter/Head Office
b.	Address of Registered Office
c.	Main Office in Guajrat
d.	Office in Surat



e.	No. of years of operation in India			
f.	Turnover (figures as per last three audited balance sheets are to be provided)	Yr.-1 (20__-__)		
		Yr.-2 (20__-__)		
		Yr.-3 (20__-__)		
<b>3</b>	<b>Details of Contact Person</b>			
a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
<b>4</b>	<b>Details of Authorized Signatory</b>			
a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
<b>5</b>	<b>Forum of Business (Select appropriate option and provide the Registration Details along with attested copies of certificates)</b>			
<b>#</b>	<b>Forum of Business</b>	<b>Yes/ No</b>	<b>Registration Details (submit attested copies of certificates)</b>	<b>Validity Date</b>
h.	Sole Proprietor? (Registration Number under Shops and Establishment Act.)			
i.	Hindu Undivided Family?			
j.	Partnership Firm?			
k.	Public Limited Company under The Companies Act?			



l.	Private Limited Company under The Companies Act?			
m.	State Govt. owned Undertaking/ Corporation / Enterprise?			
n.	Central Govt. owned Undertaking/ Corporation / Enterprise?			
o.	Co-operative Society?			
p.	Association of Persons?			



## B. Information of Authorized Signatory / Contact Person

Name		Recent Passport Size Photograph
Address		
Phone No.		
Fax No.		Signature
Mobile No.		
Email		Capacity/Designation
Web Address		

Name		Recent Passport Size Photograph
Address		
Phone No.		
Fax No.		Signature
Mobile No.		
Email		Capacity/Designation
Web Address		



## C. Authorization Letter from OEM

### FORM – A

(To be submitted on OEM’s letterhead duly signed by its Authorized signatory)

Date:

**To**

Deputy Commissioner  
Surat Municipal Corporation,  
Muglisara, Surat- 395 003

**Sub.: Bid for shifting of existing CCTV cameras at SMIMER Campus – Authorization letter from OEMs**

**Ref.:** 1. Tender no. – DC-ISD-SHIFTING-CCTV-02-2025

Dear Sir/ Madam,

We \_\_\_\_\_, (name and address of the manufacturer) who are established and reputed manufacturers of \_\_\_\_\_ having factories at \_\_\_\_\_ (addresses of manufacturing / development locations) do hereby authorize \_\_\_\_\_ (name and address of the bidder) to bid, negotiate and conclude the contract with you against the above mentioned tender for below mentioned equipment manufactured / developed by us.

Sr. No.	Product Name	Make and Model
1	8 Port PoE/PoE+ web managed network Switch	

We herewith certify that the above mentioned equipment / products are neither end of sale nor end of the life and we hereby undertake to support these equipments till the successful completion of 3 years of Warranty Support.

Yours faithfully,

(Signature of the Authorized Signatory from OEM)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_



## D. Self-Declaration

### FORM – B

#### Performa of Compliance letter

(To be submitted on Bidder's letterhead duly signed by Authorized signatory)

To,  
Deputy Commissioner  
Surat Municipal Corporation,  
Muglisara, Surat- 395 003

Date:

**Sub:** Compliance with the bid terms and conditions, specifications and Eligibility Criteria

**Ref:** Bid for shifting of existing CCTV cameras at SMIMER Campus [DC-ISD-SHIFTING-CCTV-02-2025]

Dear Sir,

With reference to above referred bid, I, undersigned <<**Name of Signatory**>>, in the capacity of <<**Designation of Signatory**>>, is authorized to give the undertaking on behalf of <<**Name of the bidder**>>.

I/We the undersigned, hereby submit our proposal along with the necessary documents. The information/documents furnished along with the above application are true and authentic to the best of my/our knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the Bid documents and Addenda and Corrigenda (if any) including the technical specification, terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document, moreover the items bided are not end of life items.

We hereby confirm that all the components/parts/assembly/software which we shall supply on award of contract shall be original new components/parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software shall be used.





We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.

I/We also state that our company is not black-listed/ debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender

Further, I/we agree to abide by all the terms and conditions as mentioned in the bid document without any condition(s). We have also noted that SMC reserves the right to consider/ reject any or all bids without assigning any reason thereof.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of SMC for disqualification will be accepted by us.

Thanking you,

For

<<Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>



**E. Undertaking letter as per Ministry of Finance Memorandum No. :  
F.No.6/18/2019-PPD dated 23.07.2020 and Office Memorandum  
No. : F.18/37/2020-PPD dated 08.02.2021**

**FORM – C**

**On letterhead of Bidder**

**Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020  
& Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by  
Ministry of Finance, Dept. of Expenditure, Public Procurement division**

**Ref:** 1. Tender No. DC-ISD-SHIFTING-CCTV-02-2025

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted product & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for Tender No. DC-ISD-SHIFTING-CCTV-02-2025.

<b>Sr. No.</b>	<b>Product Name</b>	<b>Make and Model</b>
1	8 Port PoE/PoE+ web managed network Switch	
2	2U Wall Mount Rack	
3	UTP Cat 6 cable with rodent resistant jacket	
4	UTP Cat 6 cable	
5	Power cable	
6	PVC Conduit pipe	

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise SMC reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**



**FORM – D**

**On letterhead of OEM**

**Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division**

**Ref:** 1. Tender No. DC-ISD-SHIFTING-CCTV-02-2025

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted products and our company fulfills all requirements in this regard and is eligible to be considered for procurement for Tender No. DC-ISD-SHIFTING-CCTV-02-2025.

Sr. No.	Product Name	Make and Model
1	8 Port PoE/PoE+ web managed network Switch	

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise SMC reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**



## Surat Municipal Corporation (SMC)

### Price BID

**Bid for shifting of existing CCTV cameras at  
SMIMER Campus  
[DC-ISD-SHIFTING-CCTV-02-2025]**

#### Online Bid Start Date

May 07, 2025

#### Online Bid End Date

**(Last Date of Online Submission of Bids)**

May 16, 2025

**Last Date of Physical Submission of Bid Fee & EMD in  
Hard Copy**

May 23, 2025

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Information Systems Department (ISD)

Surat Municipal Corporation

Muglisara, Surat-395003

Price Bid



## Price Bid

[Note: **Must be submitted online, not to be sent physically**]

### PRICE BID

Item No.	Description	UoM	Quantity	Unit Rate exclusive GST	GST (%)	Unit Rate inclusive GST	Amount inclusive GST	Amount inclusive GST in words
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = G * D$	I
1.	Camera Shifting & Installation, Testing and Commissioning Charge	Nos.	27					
2.	8 Port PoE/PoE+ web managed network Switch	Nos.	04					
3.	2U Wall Mount Rack	Nos.	04					
4.	UTP Cat 6 cable with rodent resistant jacket	RM	1,000					
5.	UTP Cat 6 cable	RM	1,040					
6.	Power cable	RM	100					
7.	PVC Conduit pipe	RM	970					

### Note:

- The rates (Quoted in Unit Rate Column) should be exclusive of all taxes. The applicable taxes should be quoted separately in Tax column in Price Bid.
- The L1 evaluation will be done on exclusive of GST rate.
- The taxes at prevailing rate will be considered for payment purpose.

Place:  
Date:  
Company stamp:

Signature of Authorized Person:  
Name:  
Designation: