

SMC/ISD(ICCC)/OD/No.: 449

Date: 04/09/2025

To
«COMPANY_NAME»,
«ADDRESS1»
«ADDRESS2»
«CITY» -«PINCODE»

Sub.: Supply, Installation, Testing and Commissioning of CCTV Cameras on Rental Basis

Dear Sir(s),

Surat Municipal Corporation intends to install CCTV Cameras at Food Festival organized by Surat Municipal Corporation.

The terms and conditions for bidding shall be as detailed below:

1. Prices to be quoted 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 agency.

2. 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.

3. The **prices/charges quoted** should also include:

- i. Cost of necessary charger, USB Cables, power cables, signal cables, connectors, convertors, controllers, mounting kit and necessary device drivers/software that are specified/not specified in this bid but necessary.
 - ii. SITC at installation site i.e. Krushnakunj Party Plot, Athwalines, Beside Umra Police Station, Surat.
 - iii. Transit Insurance, Freight and loading, unloading charges up to SMC's site.
 - iv. Installation & Commissioning of the software and the hardware.
 - v. Dismantling of materials from the respective sites on completion of event.
4. The offer should be valid for acceptance for a **minimum period of 120 days from the date of opening of the quotations**. If desired by SMC, it will have to be extended for a further period also.
5. The right to reject/accept any/all quotations(s) without assigning any reason thereof is reserved.
6. The SMC may buy full/partial quantity from one/more agency(s) and may split/defer/stagger the order(s)/deliveries. The rates quoted by the agency will be applicable on partial quantity also.
7. The successful agency will be required to place **Security Deposit @ 5%** of the consideration of the Contract by Cash/Cheque/Demand Draft/Banker's Cheque Payable at Surat in favour of Surat Municipal Corporation of any scheduled/nationalised bank **within 10 calendar days** from the date of notice of award of contract, failing which a **penalty @ 0.065%** of the amount of security deposit will be imposed for delay of each day.
8. In case, the awardee i.e. the selected agency fails to supply specified quantity and quality of goods in time or the performance of such supply/supplies is/are not found upto the mark or found of an inferior quality vis-à-vis specifications, the security deposit will be forfeited at once.
9. The Awardee i.e. the selected bidder will have to enter into an Agreement and submit an Undertaking and Surety 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 bidder'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.
10. **Scope of Work:**
 - A. The agency will be required to install CCTV cameras, NVR/DVR, network switch, complete wiring, mounting and viewing software, etc. for CCTV cameras installed.
 - B. The food festival will be organized from 22/09/2025 to 02/10/2025. The agency will be required to complete the installation and commissioning of HD cameras one day prior to the starting date. The agency will be required to complete testing by sharing the CCTV feed installed at food festival one day prior to the starting date.
 - C. The entire setup should be kept live from 22/09/2025 to 02/10/2025. The recording should be available accordingly.
 - D. The camera should be wall / pole mounted, fixed securely, and placed at sufficient height in order to cover maximum area. It should be appropriately secured to prevent from physical damage or change of angle.

- E. The agency will be required to draw necessary power from the power source that will be provided by SMC at location. Drawing of power cable to power up the CCTV Camera, NVR/DVR and any other device will be agency's responsibility. It will be agency's responsibility to make necessary provisions for protection against power fluctuations for their equipment.
- F. The agency will be required to carry out end to end cabling including necessary network cabling and cabling to connect the CCTV Camera with NVR/DVR.
- G. The recording of the CCTV footage installed at location should be done in the video recorder (NVR/DVR) placed at each event location only. Provision for necessary storage in NVR/DVR should be done in such a way that the CCTV footage for the entire duration i.e. from 22/09/2025 to 02/10/2025 should be recorded in the local NVR/DVR.
- H. The agency will be required to provide the recording from location for the entire duration. The recording should not require any specialized/licensed software for viewing.
- I. The agency will be required to carry out necessary testing and load testing of the setup well in advance to make sure it performs as per the requirement.
- J. The agency must depute necessary resources to provide instant support and ensure maximum uptime. Sufficient resources shall be available to attend and resolve any complaint on urgent basis.
- K. The agency will be required to test the setup utilizing own UPS prior to event date and testing camera snapshot must be provided as the power supply will not be available all the time except on the day of event.
- L. Response & Resolution Time:**
Any issue with the solution including but not limited to CCTV Camera or NVR/DVR reported and informed to agency must be resolved within 1 hour beyond which penalty at 2.5% of quoted rate for respective item will be applicable per hour, delay beyond 3 hours will attract downtime penalty at 5% of quoted rate for respective item. Delay in Supply, Installation, Testing and Commissioning of CCTV Camera or NVR/DVR will also attract penalty at the same rate mentioned above.
- M. Penalty will not be levied for any delay in SITC of CCTV Camera or NVR/DVR or resolution of issues pertaining to them, provided the same is beyond the control of successful bidder. However, the decision of SMC will be final and binding in case of the penalty to be applied, imposed in such cases to the bidder.
- N. The agency will be required to check CCTV recording status on daily basis and provide the evidence of the same to the SMC.
- O. The agency will be required to provide CCTV recording footage of entire event duration stored in NVR/DVR installed at location to the SMC after completion of event.
- P. Single Point of Contact**
The agency will nominate one senior responsible person as the Single Point of Contact (SPOC) for the purpose of receiving the complaint and resolution of the same. The mobile no. of the same will be shared with the end users as well. S/he must remain available on call during the event. The nominated SPOC must interact cordially with the end user. S/he will carry out necessary activities to resolve the problem as per the response and resolution time.

11. The agency shall be required to repair the faulty component/equipment at the earliest. However if any component/equipment gives continuous trouble, the agency shall replace the same with the new compatible component/equipment of the same or higher configuration without any additional cost to SMC.
12. All goods to be supplied should be of specified or higher speed/technology/version than that specified in the quotation/work order.
13. It should be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting quotation 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.
14. Any offer/quotation not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.
15. The agency 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 such sales promotion scheme(s) is /are already launched for the product and is/are in force while the quotation process is on, mention of details of such scheme(s) must be made explicitly in the offer.
16. Quotation once filled in, submitted shall not be allowed to be withdrawn till the validity of the quotation remains in force.
17. The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the period of supply, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SMC by the Awardee agency upon a communication made thereof.
18. The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.
19. Payment shall be made only to the successful agency. Third party billing or payment shall not be allowed.
20. The terms of payment shall be as under:
 - Payment will be made to the agency only after completion of event. No advance payment will be made in any case.
21. The agency shall be required to submit
 - **duly filled, signed and stamped Quotation paper and**
 - **price quotation on bidder's letter head****via e-mail, to the following e-mail id on or before September 12, 2025.**
E-mail id for submission of price quotation submission:
isd.hardware@suratmunicipal.org
22. Any other information can be obtained from Information Systems Department of SMC.

SD/-
Deputy Commissioner
Surat Municipal Corporation

Price Quotation
(To be submitted on company letterhead)

Reference: (1) SMC's quotation no. SMC/ISD(ICCC)/OD/No. <<>> dated <<>>

Item No.	Description	Quantity	No. of Days	Unit Rate excl. GST / Day	GST (%)	Unit Rate incl. GST / Day	Amount incl. GST
A	B	C	D	E	F	$G = E + (E * (F/100))$	$H = G * C * D$
1.	Rental for - 8 Nos. of 2 Mega Pixel Bullet Camera having 1920 x 1080 Resolution, Min. 30 Mtr. IR range, Day & Night - Auto (IR), Frame Rate - Min. 25 FPS @ Full HD resolution including installation, commissioning and support charges for entire event - 1 No. of 8 Channel NVR / DVR with Necessary HDD(s) to store CCTV feed from 8 nos. of cameras at Full HD (1080P) @ 25 FPS during entire duration as mentioned in clause – 10 (C) including installation, commissioning and support charges for entire event - 19.5” or Higher LCD Monitor for monitoring of live view of CCTV Footage (to be connected with NVR / DVR directly)	01	11				

I / We, <<Name of authorised person>>, have thoroughly read, studied and understood the instructions of the quotation document, format as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us.

Name of Organization:	
Address:	

Details of Authorised Person Signing this Quotation			
Name:			
Designation:		Contact No. & Email Address	
Date:		Company Stamp:	

