



Surat Municipal Corporation (SMC)

Bid for Annual Maintenance Contract for CCTV Surveillance System [DC-ISD-CCTV-AMC-02-2026]

Online Bid Start Date

May 07, 2026

Online Pre-Bid Conference

May 12, 2026

Online Bid End Date

(Last Date of Online Submission of Bids)

May 22, 2026

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

May 29, 2026

**Information Systems Department (ISD)
Surat Municipal Corporation
Shri Tapipura, Surat-395003**






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1. Notice Inviting Bid

	<p align="center">Surat Municipal Corporation (SMC) Shri Tapiपुरa, Surat – 395003, Gujarat. www.suratmunicipal.gov.in</p> <p align="center">Notice Inviting Bid DC-ISD-CCTV-AMC-02-2026 Bid for Annual Maintenance Contract for CCTV Surveillance System</p>	 
<p>Bid for Annual Maintenance Contract for CCTV Surveillance System at Surat Municipal Corporation (SMC) is invited online on https://smctender.nprocure.com from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>		
Bid Fee (Non-refundable)	• Rs. 14,160/- (Rs. 12,000/- + 18% GST) (by DD or Banker's Cheque only)	
EMD	• Rs. 9,00,000/- (by DD or Banker's Cheque only)	
Online Bid Start Date	• 07/05/2026	
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	• 22/05/2026 upto 18:00 hrs.	
Online Pre-bid Conference to Bidders through e-mail	• Bidders shall have to post queries by email to isd.hardware@suratmunicipal.org on or before 12/05/2026, 16:00 hrs.	
Submission (in Hard Copy) of Bid Fee, EMD and Affidavit	• In sealed envelope strictly by RPAD/Postal Speed Post on or before 29/05/2026 upto 18:00 hrs. to the Chief Accountant, Shri Tapi Bhawan – Surat Mahanagar Seva Sadan, Shri Tapiपुरa, 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 https://smctender.nprocure.com 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 (D) Surat Municipal Corporation</p>		



2. Key Events & Dates

Event	Target Date
Notice Inviting Tender	DC-ISD-CCTV-AMC-02-2026
Bid Availability	Start from 07/05/2026 upto 22/05/2026 upto 18:00 hrs. at https://smctender.nprocure.com
Bid Fee	Bid Fee of 14,160/- (Rs. 12,000/- + 18% GST) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	EMD of Rs. 9,00,000/- by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Online Pre-bid Conference to Bidders through e-mail	Bidders shall have to post queries by email to isd.hardware@suratmunicipal.org on or before 12/05/2026, 16:00 hrs.
Last date for Online Submission of Bids along with the documents as mentioned in 4.8	On or before 22/05/2026 upto 18:00 hrs.
Submission (in Hard Copy) of Bid Fees, EMD and Affidavit	In sealed envelope strictly by RPAD/Postal Speed Post on or before 29/05/2026 upto 18:00 hrs. To the Chief Accountant, Shri Tapi Bhawan – Surat Mahanagar Seva Sadan, Shri Tapiपुरa, Surat – 395003, Gujarat.

3. Eligibility Criteria

The bidder interested in being considered for “**Annual Maintenance Contract for CCTV Surveillance System**” at SMC should fulfill the following minimum criteria:

3.1. The bidder should be in operation for at least 5 years as on bid start date. Documentary evidence required to be attached.

3.2. The bidder bidding for Annual Maintenance Contract for CCTV Surveillance System should have executed at least

- **one project** of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having **minimum 2,560 CCTV Cameras** for a period of minimum one year in last 7 years as on bid start date.

OR

- **two projects** of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having **minimum 1,600 CCTV Cameras** for a period of minimum one year in last 7 years as on bid start date for distinct clients.

OR



- **three projects** of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having **minimum 1,280 CCTV Cameras** for a period of one year in last 7 years as on bid start date for distinct clients.

Documentary evidence required to be attached. (Note: Bidder must have completed at-least one year of AMC for each work order / contract submitted as on tender publishing date).

OR

The bidder bidding for Annual Maintenance Contract for CCTV Surveillance System should have executed at least

- **one project** of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having **minimum order value of Rs. 2,40,00,000/-** for a period of minimum one year in last 7 years as on bid start date.

OR

- **two projects** of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having **minimum order value of Rs. 1,50,00,000/-** for a period of minimum one year in last 7 years as on bid start date for distinct clients.

OR

- **three projects** of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having **minimum order value of Rs. 1,20,00,000/-** for a period of one year in last 7 years as on bid start date for distinct clients.

Documentary evidence required to be attached. (Note: Bidder must have completed at-least one year of AMC for each work order / contract submitted as on tender publishing date).

- 3.3. Bidder should have a **minimum average annual turnover of Rs. 3 Cr. (Rs. Three Cr.)** for last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25
- 3.4. The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as per Clause No. 4.5.
- 3.5. The agency 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.



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-CCTV-AMC-02-2026.

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. Pre-bid Queries

A prospective Bidder requiring any clarification on the tender Document may submit his queries, via email, to the following e-mail id **on or before 12/05/2026 upto 16:00 hrs.**

Email Id for submission of queries: isd.hardware@suratmunicipal.org

The queries must be submitted in the following format:

Bidder's Request for Clarification		
Name and Address of the Organization submitting request	Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
		Tel: Mobile: Fax: Email:



Sr. No	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required
1			
2			

4.5. Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Bid Fee of 14,160/- (Rs. 12,000/- + 18% GST)** and **EMD of Rs. 9,00,000/-** 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.

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

4.7. 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.

4.8. Online Submission of the Technical Bid:

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

- 1) Scanned copy of Tender (Bid) Fee
- 2) Scanned copy of EMD
- 3) Scanned copy of Solvency certificate
- 4) Scan copy of work order / Completion certificate / Contract clearly indicating years in operation (in support of Eligibility Criteria No. 3.1)
- 5) Scan copy of work order / Completion certificate / Contract clearly indicating quantity and/or amount (in support of Eligibility Criteria No. 3.2)
- 6) Scan copy of Audited Balance sheet of Last 3 Financial Years / certificate of auditor (in support of Eligibility Criteria No. 3.3)
- 7) Scanned copy of Bid Format given in Section – 9, Annexure to Technical Bid
 - A. Bidder's Details (signed & stamped page no. 46, 47 and 48)
 - B. Information of Authorized Signatory / Contact Person (signed & stamped page no. 49)



C. Forwarding Letter cum Declaration (on company's letter head, Page no. 50 and 51)

D. Affidavit (on non-judicial stamp paper of Rs. 300 and duly notarized, Page no. 52) Bidder is also required to send hardcopy of the same.

8) Scanned copy of PAN card

9) Scanned copy of company registration with local body and state government/central government **(should be valid as on bid start date)**

10) Scanned copy of duly signed addendum & Corrigendum, if any.

11) Scanned copy of any other document not mentioned above but required to be attached as per the tender requirement (Optional).

12) Authorization Letter as per Clause-4.26 (mandatory in case tender signatory is other than Owner/Partner/MD/ Director/Company Secretary) (Optional)

4.9. ***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-4.12 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.

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



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

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

The "Bid Fee, EMD and Affidavit" shall be put in an envelope containing Bid Fee, EMD and Affidavit and shall be super scribed as "**Bid Fee, EMD & Affidavit**"

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

Details to be mentioned exactly on sealed envelop	
TENDER DETAILS <ul style="list-style-type: none">• Notice No.: DC-ISD-CCTV-AMC-02-2026• Bid Fee, EMD & Affidavit for Annual Maintenance Contract for CCTV Surveillance System• Last Submission Date: 29/05/2026 upto 18:00 hrs.	To, The Chief Accountant, Surat Municipal Corporation, Shri Tapi Bhawan – Surat Mahanagar Seva Sadan, Gordhandas Chokhawala Marg, Shri Tapipura, Surat - 395 003, Gujarat, INDIA.

The envelope containing Bid Fee, EMD and Affidavit must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **29/05/2026 upto 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.**

PRICE BID

The 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.

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

4.14. **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.

4.15. **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.

4.16. **Period of Validity**

The offer should be valid for acceptance for a minimum period of **180 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.

4.17. **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.

4.18. **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.

4.19. 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.

4.20. 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.

4.21. 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.

4.22. 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.

4.23. 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.

4.24. 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.

4.25. 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.

4.26. 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.



- 4.27. **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.
- 4.28. **Disqualifications:** A bid shall be disqualified and will not be considered if :-
- a) Each of the envelopes 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/or Technical Bid is submitted physically along with Bid fee and EMD 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 should be in operation for at least 5 years as on bid start date. Documentary evidence required to be attached.	Copy of work order / Completion certificate/ Contract / performance certificate issued by client specifying clearly Bidders Name, details of Work, Time Period with Date of issue of respective document. (duly notarized)
2.	The bidder bidding for Annual Maintenance Contract for CCTV Surveillance System should have executed at least <ul style="list-style-type: none">• one project of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having minimum 2,560 CCTV Cameras for a period of minimum one year in last 7 years as on bid start date. OR• two projects of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having minimum 1,600 CCTV Cameras for a period of minimum one year in last 7 years as on bid start date for distinct clients. OR• three projects of Supply, Installation and on-site maintenance (at least 1 year of	Copy of work order / Completion certificate / Contract / performance certificate issued by client clearly specifying Bidder's Name, details of Work, Qty., Contract value, Time Period with Date of issue of respective document (duly notarized)



AMC should be completed as on bid start date) of CCTV Cameras having **minimum 1,280 CCTV Cameras** for a period of one year in last 7 years as on bid start date for distinct clients.

Documentary evidence required to be attached. (Note: Bidder must have completed at-least one year of AMC for each work order / contract submitted as on tender publishing date).

OR

The bidder bidding for Annual Maintenance Contract for CCTV Surveillance System should have executed at least

- **one project** of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having **minimum order value of Rs. 2,40,00,000/-** for a period of minimum one year in last 7 years as on bid start date.

OR

- **two projects** of Supply, Installation and on-site maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having **minimum order value of Rs. 1,50,00,000/-** for a period of minimum one year in last 7 years as on bid start date for distinct clients.

OR

- **three projects** of Supply, Installation and on-site



	<p>maintenance (at least 1 year of AMC should be completed as on bid start date) of CCTV Cameras having minimum order value of Rs. 1,20,00,000/- for a period of one year in last 7 years as on bid start date for distinct clients</p> <p>Documentary evidence required to be attached. (Note: Bidder must have completed at-least one year of AMC for each work order / contract submitted as on tender publishing date).</p>	
3.	Bidder should have a minimum average annual turnover of Rs. 3 Cr. (Rs. Three Cr.) for last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25	Audited Balance sheet of Last 3 Financial Years / certificate of auditor (duly signed, stamped and notarized)
4.	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.	Forwarding letter cum Declaration by bidder as per Part - C, Section – 9 (duly signed and stamped)
5.	EMD & Bid Fee	As per clause 4.5
6.	Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank.	Solvency Certificate as per Clause No. 7.10 (duly signed, stamped and notarized)
7.	Forwarding letter cum Declaration by bidder as per Part - C, Section – 9	On Bidder's letter head as given in Part - C, Section – 9 (duly signed and stamped)
8.	Goods & Service Tax Registration Nos.	Copy of the Goods & Service Tax (GST) Registration Certificate (duly notarized)
9.	Affidavit (on non-judicial stamp paper of Rs. 300 and duly notarized, Page no. 39)	Affidavit (on non-judicial stamp paper of Rs. 300 (duly signed, stamped and 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
Annual Maintenance Contract for CCTV
Surveillance System
[DC-ISD-CCTV-AMC-02-2026]**

Online Bid Start Date

May 07, 2026

Online Pre-Bid Conference

May 12, 2026

Online Bid End Date

(Last Date of Online Submission of Bids)

May 22, 2026

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

May 29, 2026

Information Systems Department (ISD)

Surat Municipal Corporation

Shri Tapipura, Surat-395003

Technical
Bid



TECHNICAL BID

6. Scope of Work

- 6.1. The duration of the maintenance period shall be 3 (three) years from the date of issuance of the Work Order.
- 6.2. The bidder shall be required to carry out preventive and corrective maintenance of all hardware supplied including replacement of defective parts, installation and configuration of OS and other tools during contract period. The bidder will ensure maximum uptime of the solution.
- 6.3. 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 equivalent STQC approved make having same or higher configuration without any additional cost to SMC.
- 6.4. Necessary installation/reinstallation, configuration and implementation support to be provided by bidder.
- 6.5. 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.
- 6.6. The bidder shall supply all the accessories/consumables (e.g. screws, clamps, fasteners, ties anchors, supports, grounding strips, wires etc.) necessary for the installation and operation of the systems during contract period.
- 6.7. The bidder shall Configure and maintain licensed software installed for CCTV system with latest patches/updated virus definition for antivirus software and with all other critical updates in the server.
- 6.8. The server and other 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.
- 6.9. Necessary network connectivity WAN will be provided by SMC. However, the bidder will be responsible for network configuration and management of the IT infrastructure



provided under CCTV Surveillance system as per the cyber security guidelines provided by Govt. of India.

- 6.10. The bidder shall provide monitoring and management services during the contract period. The scope of the services shall include Monitoring, Administration and Management of the entire DC infrastructure together with other SMC's offices.

The entire stack of monitoring and management services shall include the following:

- i. Infrastructure Monitoring, Administration & Management Services
- ii. Database Administration & Management Services
- iii. Storage Administration & Management Services
- iv. Backup & Restore Services
- v. Production Control and Job Scheduling
- vi. Security, Patch and antivirus management
- vii. Gateway firewall configuration and management

- 6.11. The selected bidder shall have to stock and provide adequate spare parts and spare component to ensure that the uptime commitment as per SLA is met.

- 6.12. 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.

- 6.13. The selected bidder shall also maintain records of all maintenance of the system and shall maintain a logbook using helpdesk management system that have reports for future audit purposes.

- 6.14. Bidder should perform the below mentioned tasks pertaining to IT Infrastructure (IT and Non-IT/ Hardware and Software) of CCTV Surveillance system during the contract period.

- 6.14.1. 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.



- 6.14.2. Administration and Management of all physical and virtual environments.
Bidder should provide skilled resources on all leading Operating Platforms.
- 6.14.3. Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- 6.14.4. Configuration of server, storage, networking & security component parameters, operating systems administration and tuning.
- 6.14.5. Adequate hardening of the operating systems of the servers, storage & network equipment and security equipment to prevent known and unknown attacks.
- 6.14.6. Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.
- 6.14.7. Re-installation in the event of system crash/failures
- 6.14.8. Performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- 6.14.9. Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- 6.14.10. Troubleshooting issues in the infrastructure, network and IT application to determine the areas where fixes are required and ensuring resolution of the same.
- 6.14.11. Identification, diagnosis and resolution of problem areas pertaining to the DC site infrastructure and application and maintenance of assured SLA levels.
- 6.14.12. Management of the user names, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, storages etc.
- 6.14.13. System administration activities shall include tasks including but not limited to setting up the IT assets, executing hardware and software updates when necessary. The indicative activities include
 - 6.14.13.1. Configuring and apportioning storage space
 - 6.14.13.2. Setting up of working e-mail accounts and mailing lists



- 6.14.13.3. Management and integration of databases if required
- 6.14.13.4. Implementing security on the Internet / Intranet
- 6.14.13.5. Performing backup of data as and when required and automating reporting tasks
- 6.14.13.6. Executing hardware and software updates when necessary
- 6.14.14. IT assets performance monitoring, fine-tuning, optimization & Problem Resolution
- 6.14.15. Pro-active Disk management /Capacity planning
- 6.14.16. IT assets Configuration changes
- 6.14.17. Understanding Performance Bottlenecks and solving the issue proactively
- 6.14.18. Log in ID administration (addition / modification / deletion / maintenance etc.)
- 6.14.19. Perform file back-up/recovery as defined in the process
- 6.14.20. Intrusion / Malware / Virus etc. detection and neutralization

Storage, Administration & Management Services

- 6.14.21. Configuration, monitoring and management of the storage system in accordance to the application requirement.
- 6.14.22. Creation and maintenance of required number of VLUNs to optimize the speed and storage of data. The VLUNs created would also ensure segregation of the data as per the application requirement. The VLUNs should be dynamically configurable for the space allocation.
- 6.14.23. Management of storage environment to maintain performance at desired optimum levels.
- 6.14.24. Development of storage management policy, configuration and management of disk array, SAN fabric / switches, virtual Storage, etc.
- 6.14.25. Configuration of SAN shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, performance, etc.

Database administration and Management Services



- 6.14.26. Monitoring, maintenance and tuning of the databases to meet performance standards, maximize efficiency and minimize outages, as necessary and proactively reviewing database logs and alert logs and taking appropriate actions.
- 6.14.27. Management of database upgrade or patch upgrade as and when required with minimal downtime.
- 6.14.28. Regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions.

Security Administration Services at Data Center

- 6.14.29. Server and application hardening to prevent attack from any known and unknown attacks.
- 6.14.30. Maintaining an updated knowledge base of all the published security vulnerabilities and threats.
- 6.14.31. Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- 6.14.32. Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- 6.14.33. Operating system hardening through appropriate configuration and patch updates.
- 6.14.34. Periodic reviews of rights and privileges.

Annual Maintenance Services and Annual Technical Support (ATS)

- 6.14.35. Bidder shall provide comprehensive annual maintenance service including service and spares and also provide ATS and maintain the IT infrastructure and software infrastructure for the entire CCTV Surveillance Systems. Bidder must cover all hardware, equipment, accessories, spare parts, software etc. under this contract during the contract period.



6.14.36. This comprehensive maintenance contract shall cover proactive, preventive, corrective, breakdown maintenance of hardware & software support for the various CCTV Cameras, Joystick controller, Network Video Recorders, Surveillance Hard disks, LED Display Screens, Network Switches, SFP Transceiver modules, Core/Top of the Rack/ Data Centre network Switch, Enterprise next generation firewall, SAN Switch, Rack Servers, SAN Storage, Servers, Video Management Software (VMS), Antivirus Software, EMS Software, different server OS, Virtualization Management software, database licenses, Network Racks, Media Converter, LIU, SMPS based PoE Injector, Field Junction Boxes (with/without WAN Components), CCTV Camera Poles, UTP Cat-6 Cable, Fiber Cable, Power Cable, HDPE/DWC/PVC pipe, etc. situated at different premises of Surat Municipal Corporation (SMC) within the city limit. The Bidder shall provide comprehensive maintenance (including breakage/ damage of all cables like UTP Cat-6 Cable, Fiber Cable, Power Cable and HDPE/DWC/PVC pipe etc.) covering all CCTV Cameras and connected other equipments, its services, software supports etc. and will carry out all the activities required to keep them up and running in good working condition. It must cover all movable plastic and other parts of the equipment in maintenance comprehensively including items which are physically damaged or burnt.

6.14.37. Software ATS: Comprehensive O&M/ATS services of all the licensed software (IT product, associated software components, VMS Software, EMS Software, database, firewall, antivirus software, operating systems, etc.) installed during contract period. The ATS shall be applicable for VMS, EMS, firewall and antivirus software. All minor and major updates/upgrades as well as renewal of Enterprise next generation firewall and antivirus software license subscription renewal shall be made available as part of ATS. The bidder will be responsible for installation of the same from time to time. For OS & Database, the bidder will be required to carry out necessary patch updates/ service pack updates from time to time.



- 6.14.38. Bidder shall, for this purpose, stock sufficient spares for rendering service and meeting SLA.
- 6.14.39. No separate charges shall be paid for visit of engineers or attending to faults and repairs or supply of spare parts.
- 6.14.40. AMC should not become void, if SMC buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the bidder. However, AMC will not apply to such supplemental hardware items installed.
- 6.14.41. 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).
- 6.14.42. **At expiry of Contract:** For smooth handing over/transfer of the system, at the time of expiry the contract, all the system (Software, Hardware, Connectivity, Control Room, Field equipment, Components and subcomponents etc. used shall be fully functional.

Electrical works and power supply

- 6.14.43. 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/Camera(s). For those locations, where power supply is required to be obtained to make the CCTV System functional, the bidder will be responsible to apply and obtain the same on behalf of SMC by undergoing necessary formalities with electricity boards for provision of mains power supply at desired location. Necessary expense on actuals, based on the payment receipt from electricity board in terms of meter charge, connection charge, etc. will be reimbursed to the bidder. The recurring electricity charges will be borne by SMC.

Lightning-proof measures



6.14.44. The bidder shall comply with lightning-protection and anti-interference measures for system structure, equipment type selection, equipment earthing, power, signal cables laying. 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 earthing. 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.

Earthing System

6.14.45. 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 or command centre shall have adequate earthing. Further, earthing should be done as per Local state national standard in relevance with IS standard.

6.14.45.1. 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. SMC shall provide the necessary space required to prepare the earthing pits.

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



- 6.14.45.3. 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.
- 6.14.45.4. The earth connections shall be properly made.
- 6.14.46. 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 equivalent STQC approved make having same or higher configuration, 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.
- 6.14.47. 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.
- 6.14.48. The bidder should also take up the work including reworks, relaying of cable cuts, shifting of cameras and equipment, reconfiguring the system, optimization or performance of CCTV system, re-installation of software, expansion to the existing system such as adding cameras etc. as & when needed. Bidder to ensure above activities without any additional cost to SMC.
- 6.14.49. The bidder is responsible to restore network connectivity established at different locations to connect CCTV cameras with the SMC network in case cable laid underground is damaged/ non-operational due to any reason including breakage/damage caused by any third party. Further, underground damaged/ non-operational cable needs to be restored in original state by repairing / replacing the same without any additional cost to SMC.
- 6.14.50. **Shifting of CCTV Poles:**



The bidder should shift the pole from one location to another as suggested and as per requirement of SMC during contract period. Foundation of for the pole should be created as per specification mentioned below.

Foundation	Casting of Civil Foundation with foundation bolts, to ensure vibration free erection (basic aim is to ensure that video feed quality is not impacted due to winds in different climatic conditions). Expected foundation depth of min. 100cms. Please refer to earthing standards mentioned elsewhere in the document
Protection	Lightning arrester shall be provided, to protect all field equipment mounted on pole.
Pipes, Tubes	All wiring must be hidden, through tubes/pipes. No wires shall be visible from outside.

6.14.51. During laying / re-laying of cable or shifting of poles, any minor/major changes made in existing / present civil work making holes, creating channel, wall cutting, creating foundations, etc. by bidder shall be brought to original position / repaired / completed before the end of execution. No extra payment shall be made by SMC to the bidder for such civil works. All the changes required in present civil structure for this work shall be in scope of the bidder.

6.14.52. Deploy required number of competent technical manpower /engineers/ supervisors along with necessary spare parts, standby items and inventories of all parts of CCTV Surveillance System during the Contract period at its own cost for evaluation of performance, operation, maintenance and management of the CCTV Surveillance System and its components in order to maintain the Minimum Service Levels specified in tender document during the Contract 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.



- 6.14.53. Bidder is required to resolve any bugs, technical problems with regards to ticketing operation on urgent basis.
- 6.14.54. Bidder is required to ensure that ticketing operation shall not get affected owing to technical issues.
- 6.14.55. Bidder is required to ensure that any premises/Project Site 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.
- 6.14.56. The bidder shall not permit anti social activities/illegal activities on any SMC Premises or locations of CCTV camera installation during the Contract 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.
- 6.14.57. The bidder is required to take prompt and reasonable action for redressal of each complaint received from users including complaints received by SMC related to CCTV Surveillance System.
- 6.14.58. The bidder is required to obtain and keep valid all applicable permits/ Licenses required by it under applicable laws for carrying out its scope of work during the Contract Period.
- 6.14.59. The bidder shall be required to hand over all the equipments in working condition at the time of completion/termination of the Contract, otherwise the equipment, found faulty, shall be rectified from any external agency and whole replacement/repair cost will be borne by the bidder only.
- 6.14.60. The bidder is not responsible to maintain the existing infrastructure not defined under this tender which is being re-utilized under this contract. 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.



6.14.61. The bidder shall be required to replace the faulty/damaged components (all active and passive components mentioned under this tender) in the event of damages due to Vandalism, tempering of hardware or damage caused by any external party during contract period. Bidder to ensure above activities without any additional cost to SMC.

Helpdesk System

6.14.62. As part of CCTV Surveillance system, helpdesk system has been implemented for complaint registration related to any component of the CCTV Surveillance System

6.14.63. The bidder shall provide the customer care number and email id to SMC for registration of complaint. Each complaint shall generate the ticket mentioning date and time of registration.

6.14.64. The bidder will nominate one senior person as the Single Point of Contact (SPOC) for the purpose of receiving the complaint and resolution of the same. 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.

6.14.65. The bidder is required to provide complaint reports using a computerized tool i.e. Helpdesk software for uptimes and SLA's on quarterly basis.

Deployment of Onsite Support Engineer

6.14.66. The successful bidder shall depute 6 (six) trained and qualified on-site support engineers during contract period from the date of issuance of work order.

6.14.67. Support engineer must have mobile phones round the clock and must have personal vehicle.

6.14.68. Availability of the required man-power should be 100% except for Sundays. SMC shall take the attendance through biometric or mobile based GPS



attendance or physical attendance register of each person proposed as part of team on monthly basis.

- 6.14.69. Support Engineer team shall require to take the approval from the SMC or concerned authority for in case of planned leaves. Bidder is responsible to provide the replacement of unavailable manpower till the leaves duration.
- 6.14.70. Support Engineers are entitled to take 12 leaves in a year.
- 6.14.71. Any leave beyond permissible leave shall be subject to penalty if no suitable replacement is available.
- 6.14.72. Considering the criticality of the nature of work, the bidder is expected to deploy the best of the breed resources to ensure smooth service delivery to the end users and seamless coordination with other entities involved for tasks related to smooth operation of entire contract duration.
- 6.14.73. The bidder shall arrange the suitable replacement in case the assigned support engineer goes on leave or is unavailable due to any other reason to ensure uninterrupted support services. Bidder may also require to engage additional manpower on case-to-case basis for proper operation & support of the system.
- 6.14.74. The support engineers shall be deputed for the sole purpose for configuring, installing and maintaining the hardware, deploying and installing the system software as per the requirements /testing /integration of various hardware and software, as may be needed at SMC Site without any additional cost during contract period from the date of issuance of work order.
- 6.14.75. The server and storage products if used in virtualized environment for video management software / enterprise management software necessary Installation / reinstallation of VMS / EMS, configuration and implementation support in future if required shall be provided by successful bidder through deployed man-power.
- 6.14.76. These engineers shall be deputed for the sole purpose of re-installation, maintenance and troubleshooting the hardware and software installed. SMC



shall provide a table space for the engineer(s) deputed for the sole purpose of servicing products installed under CCTV Surveillance system at SMC.

6.14.77. The onsite engineers shall also be required to install, configure and trouble shoot all hardware / software issues pertaining to smooth functioning of CCTV cameras deployed at various locations within SMC limit. In case of major issues, the support engineer will be required to inform SMC. The same applies for network problems as well, where in client side trouble shooting and primary diagnosis is to be done by the deputed resident support engineer.

6.14.78. The Engineer must be equipped with all necessary facilities/equipments such as Laptop, mobile telephone, Internet connection, personal vehicles, etc.

6.14.79. The bidder shall depute only such individuals as are skilled and experienced in the works to be executed under the contract. The SMC has all the rights to reject the services of any support engineer and can ask for a change, if not found fit.

6.14.80. The bidder shall be responsible for providing all materials, equipment, installation / maintenance tools and services, specified or otherwise, which are required to fulfil the intent of ensuring operation-ability/ maintainability and reliability of total materials covered under this contract.

6.15. The SMC reserves the right to add any active / passive component as mentioned under this tender for AMC during the period of contract at the same terms and conditions of the contract. Similarly, any of the equipment included in the contract can be withdrawn from AMC. Payment of bills will be made after adjusting for addition/withdrawal of such equipment on pro-rata basis.

Service Level Agreements (SLA)

6.16. Service Level Agreement (SLA) shall become the part of Agreement between SMC and the Successful Bidder. SLA defines the terms of the Successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section.



Measurement of SLA

- 6.16.1. The SLA metrics provided specifies performance parameters as baseline performance, lower performance and breach. All SLA calculations will be done on monthly basis. The monthly O&M cost shall be calculated as “Cost of that particular year / 12”.
- 6.16.2. The SLA also specifies the liquidated damages for lower performance and breach conditions. Payment to the bidder is linked to the compliance with the SLA metrics. The aforementioned SLA parameters shall be measured as per the individual SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools installed as part of CCTV Surveillance System.
- 6.16.3. Total liquidated damages to be levied on the bidder shall be capped at 10% of the total contract value.
- 6.16.4. **SLAs**

Uptime of all Data Center components			
1	Equipment Availability (EA) Uptime (%) = [Total minutes in a month – Planned downtime – Total down time(min) in a month] * 100 / [Total minutes in a month - Planned downtime] X= [100-(uptime value)]/2	>97.5%	No Penalty
		<97.5% to >=95%	0.5% of yearly AMC for that particular equipment
		< 95%	X * 0.5% of yearly AMC for that particular equipment
Mean Time to Repair (MTTR) - MTTR shall be monitored on the time taken between logging of complain against the equipment & its closure			
1	NVR and Edge level Switch	<= 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.
2	All type of Surveillance Cameras	<= 6 Hrs	No penalty
		>6 Hrs to	Penalty of Rs 250 for each



		<= 8 Hrs	hour of delay
		> 8 Hrs	

Note:

1. The performance report for all above shall be generated from the Measurement Tool (EMS, Helpdesk tool, etc.). Bidder shall submit the monthly Reports on the performance and adherence to the SLA through these tools. All incidences reported by EMS and all tickets registered in Helpdesk should be part of the performance report.
2. Following will not be considered for downtime calculation
 - a. Equipment down due to power failure at Location or due to loss of network connectivity attributable to SMC
 - b. Schedule maintenance by bidder with prior information to SMC
 - c. Equipment is physically damaged by any third party or burnt
3. The payment shall be made on quarterly basis on completion of respective quarter.
4. SLA for MTTR shall be calculated within Business Hours of SMC. However, SLA for Data Center Component shall be calculated 24*7.

6.17. Breach in supply of Onsite Support Engineer

- 6.17.1. Bidder to ensure that support engineers are available to SMC/End user department and performs to the expected levels.
- 6.17.2. Any leave beyond permissible leave (12 per year) shall be subject to deduction from quarterly payment as mentioned below if no suitable replacement is available. Additionally, penalty may be levied for continued non-deployment, delays and non-performance attributable to bidder organization or deployed staff.

Designation	Deduction
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Designation	Deduction
Support Engineer	<ul style="list-style-type: none">• Penalty of Rs 1,000 per day for nonavailability (beyond permissible leaves and without any suitable replacement)• Penalty of Rs. 2,000 per day in case of continuous non-availability for more than 5 days

6.18. Delay in CCTV Pole Shifting

6.18.1. Bidder to ensure that CCTV pole shifting activity should be completed within 21 calendar days from the date of intimation by SMC through mobile phone / email. Penalty of Rs. 2000 for each day's delay may be levied if shifting work is not completed within stipulated time period.

6.19. **Secrecy:** Any information delivered or otherwise communicated by SMC to the bidder in connection with the contract shall be regarded as secret and confidential and shall not without the prior written consent of the SMC be published or disclosed to any third party or made use of by the bidder except for the purpose of implementing the contract.

6.20. The selected bidder (incoming agency) will physically inspect all the equipments required to be covered under AMC within 30 days from the date of issuance of work order. Any issues with any equipment to be undertaken must be reported within this time period after which complete responsibility of the AMC would be with the incoming agency. At the end of AMC under this contract, the contractor shall hand over complete hardware in good condition and shall have to replace all the equipments that have not been properly maintained, to the newly appointed agency. Lapses if any in this regard will be subject to recovery from the outstanding payment and Security Deposit.



7. Terms and Conditions

- 7.1.** The successful bidder will be required to place Security Deposit @ 5% of the consideration of the Contract by Demand Draft or Banker's Cheque Payable at Surat in favor 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 @ 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.
- 7.2.** The right to reject accepts any/all bid(s) without assigning any reason thereof is reserved.
- 7.3.** No interest shall be paid on Earnest Money Deposit (EMD) and/ or Security Deposit (SD) placed.
- 7.4. Agreement, Undertaking and Surety**
The Awardee i.e. the selected agency will have to enter into an Agreement and submit an Undertaking and surety with SMC for Annual Maintenance Contract for CCTV Surveillance System 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.
- 7.5.** Corrections, erasures made in the bid format(s) and other paper(s) including pasted slip(s) if any, should be invariably initialed.
- 7.6.** Any offer/bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.
- 7.7.** Detail of Owner(s) / Proprietor(s) / Partners / Coparceners / Directors etc. must be filled in Personal Information, while submitting this bid document to SMC.
- 7.8.** The bidder will have to provide on a separate letter-head details as to names and residential addresses including phone nos. of all the partners, Karta and coparceners/beneficiaries in case of HUF along with the bid (but not by the bidder being legal person/entity).



- 7.9.** 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.
- 7.10.** Along with the bid documents, the bidder should submit **Solvency Certificate** of not less than 20% of the consideration of contract from a Schedule Bank. The Solvency Certificate should be valid and should not be older than one year from the bid start date.
- 7.11.** 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 therefore.
- 7.12.** The contract shall be governed by the Laws in India and shall be subject to the **jurisdiction of Surat.**
- 7.13.** Prices to be quoted should be exclusive 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 Sale-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, filarial/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.

7.14. 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.

- 7.15.** The SMC shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any Court of Law for any injury or death suffered by the bidder's maintenance staff during the course of maintenance under the AMC.
- 7.16.** The bidder shall have to bear the cost of local conveyance and traveling expenses of engineers deployed by it. No additional payment shall be made for.



- 7.17.** Bidder should raise quarterly bill of its charges for maintenance of Computer Hardware and Peripherals during the first week of a quarter for previous quarter completed satisfactorily. No advance payment will be made in any case.
- 7.18.** In case of absence/transfer/resign of the resident engineer, replacement should be immediate with no gaps in the support operations. Knowledge transfer to the new resident engineer should be completed within the shortest possible time by the bidder at his own cost.
- 7.19.** The agency on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of delivering the services and shall be responsible for acts of commission and omission on the part of its staff and its employee etc. If SMC suffers any loss or damage on account of negligence, default or theft on the part of the employee/staff of the agency then the agency shall be liable to reimburse to SMC for the same. The agency shall keep SMC fully indemnified against any such loss or damage.
- 7.20.** The agency's personnel's working should be polite, cordial, positive and efficient, while handling the assigned work and his/her actions shall promote goodwill and enhance the image of SMC. The agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
- 7.21.** In case of continued failure or short-falls from the established standard, the contract shall be terminated and no payments will be made nor will any damages be paid to the agency besides forfeiting Security Deposit.
- 7.22. 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.



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:

Company stamp:

Name:



8. TECHNICAL SPECIFICATIONS

Details of CCTV Cameras and other allied items to be covered under AMC:

Sr. No.	Item Description	Make	Model	Qty.
1	2 Megapixel Full HD IR IP vandal proof Bullet Camera (2.8mm to 12mm Varifocal lens) with Complete mounting accessories	Hikvision	DS-2CD2623GO-IZS	1022
2	2 Megapixel IR IP vandal proof Dome Camera (2.8mm to 12mm Varifocal lens) with Complete mounting accessories	Hikvision	DS-2CD2721GO-IZS	283
3	2 Megapixel IR IP Bullet Camera (Fixed Lens) with Complete mounting accessories	Hikvision	DS-2CD2T21GO-I	757
4	2 Megapixel IR IP Dome Camera (Fixed Lens) with Complete mounting accessories	Hikvision	DS-2CD2121GO-I	1092
5	2 Megapixel IR IP PTZ Camera with Complete mounting accessories	Hikvision	DS-2DE7232IW-AE	48
6	PTZ Joystick Controller	Hikvision	DS-1200KI	1
7	4 Channel Network Video Recorder (NVR) with Complete mounting accessories	Hikvision	DS-7604NI-Q1	4
8	4 Channel Network Video Recorder (NVR) with built-in PoE Ports with Complete mounting accessories	Hikvision	DS-7604NI-Q1/4P	19
9	8 Channel Network Video Recorder (NVR) with Complete mounting accessories	Hikvision	DS-7608NI-Q2	4
10	8 Channel Network Video Recorder (NVR)	Hikvision	DS-7608NI-Q2/8P	20



Sr. No.	Item Description	Make	Model	Qty.
	with built-in PoE with complete mounting accessories			
11	16 Channel Network Video Recorder (NVR) with Complete mounting accessories	Hikvision	DS-7616NI-Q2/16P	27
12	32 Channel Network Video Recorder (NVR) with Complete mounting accessories	Hikvision	DS-7732NI-K4	29
13	4 TB Surveillance Hard Disk for NVR	WD	WD40PURZ	148
14	6 TB Surveillance Hard Disk for NVR	WD	WD60PURZ	73
15	32" LED Display Screen with Complete mounting accessories and HDMI Cable	Samsung	DC32E	57
16	8 Port PoE/PoE+ industrial grade network Switch with Complete mounting accessories	Tejas Networks	TJ1400P-M1-8HPC-M-IT	100
17	1G SFP Transceiver Module for 8 Port PoE/PoE+ industrial grade network switch	Tejas Networks	TJ-SFP-1GE-LX	33
18	8 Port PoE/PoE+ Web Managed network Switch with Complete mounting accessories	HPE	HPE Aruba 2530 Switch Series	473
19	8 Port Web Managed Network Switch with Complete mounting accessories	HPE	HPE Aruba 1920/1930 Switch Series	473
20	1G SFP Transceiver Module for 8 Port Web Managed PoE/PoE+ network switch	HPE	HPE Aruba 1GSFP LC LX 10KM SMF Transceiver	41
21	Core/Top of the Rack/ Data Centre network Switch with Complete mounting accessories	HPE	HP/HPE FF 5940 2-slot Switch [Part Code - JH397A]	2
			HP/HPE 5Y FC 24x7 5940 Fixed 48G SVC [for JH397A [Part Code -	4



Sr. No.	Item Description	Make	Model	Qty.
			JG552A]	
			HP/58x0AF 650W AC Power Supply [Part Code - JC680A]	4
			HP/ X240 40G QSFP+ QSFP+ 1m DAC Cable [Part Code - JG326A]	2
			HP/HPE 5930 24p SFP+ and 2p QSFP+ Module [Part Code - JH180A]	2
			HP/HPE 5930 24p 10GBASE-T/2p MSec QSFP+ Module [Part Code - JH182A]	2
			HP/X130 10G SFP+ LC SR Transceiver SM 1300nm 300M [Part Code - JD092B]	4
			HP/HPE X140 40G QSFP+ MPO SR4 Transceiver [Part Code - JG325B]	4
22	Enterprise next generation firewall with Complete mounting accessories including subscription renewal during contract period	Fortinet	001/Fortinet/2 x 10GE SFP+ slots, 10 x GE RJ45 ports (including 1 x MGMT port, 1 X HA port, 8 x switch ports), 8 x GE SFP slots, SPU NP6 and CP9 hardware accelerated, 2x 240GB onboard SSD storage (FG-501E)	1
			001/Fortinet/Unified (UTM) Protection (24x7 FortiCare plus Application Control, IPS, AV, Web Filtering and Antispam, FortiSandbox Cloud) For 60 Months (FC-10-0501E-950-02-60)	1
			001/Fortinet/10GE SFP+ Transceiver Module, short range for All Systems with SFP and SFP/SFP+ Slots (FG-TRAN-SFP+SR)	2
			001/Fortinet/AC Power Supply for FG-300/301E & FG-500/501E(SP-FG300E-PS)	1



Sr. No.	Item Description	Make	Model	Qty.
			001/Fortinet/Centralized Log & Analysis Appliance - 2 x GE RJ45, 4 TB Storage, up to 100 GB/Day of Logs (FAZ-200F)	1
			001/Fortinet/24x7 FortiCare Contract of FC-10-L200F-247-02-60 (FC-10-L200F-247-02-60)	1
23	<p>Rack Servers with Complete mounting accessories</p> <p>Video Management server and Database management server</p> <p>Technical Specification: Type of Processor - Intel® Xeon® Gold 6148 Processor Number of Processor each server - 2 CPU - 20 core Frequency - 2.4 GHz Cache - 27.50 MB RAM - 192 GB SAS Drive - 2 x 600 GB @ 15k</p>	HPE	HPE ProLiant DL360 Gen10 Rack Server	2
24	<p>Rack Servers with Complete mounting accessories</p> <p>Recording Servers</p> <p>Technical Specification: Type of Processor - Intel® Xeon® Gold 5115 Processor Number of Processor each server - 2 CPU - 10 core Frequency - 2.4 GHz Cache - 13.75 MB RAM - 64 GB SAS Drive - 2 x 600 GB @ 10k</p>	HPE	HPE ProLiant DL360 Gen10 Rack Server	5



Sr. No.	Item Description	Make	Model	Qty.
25	Rack Servers with Complete mounting accessories Transcoding Server & Streaming Server Technical Specification: Type of Processor - Intel® Xeon® Silver 4215 @2.50 GHz Number of Processor each server - 2 CPU - 8 core Frequency - 2.5 GHz Cache - 11 MB RAM - 64 GB SAS Drive - 2 x 600 GB @ 10k	HPE	HPE ProLiant DL360 Gen10 Rack Server	2
26	Storage with Complete mounting accessories	HPE	HPE 3PAR 8440 4N+SW Storage Field Base [Part Code - H6Z13B]	1
			HPE 3PAR 8000 1.2TB+SW 10K SFF HDD [Part Code - K2P93B]	28
			HPE 3PAR 8000 920GB SAS SFF (2.5in) SSD with All-inclusive Single-system Software [Part Code - R0P66A]	4
			HPE 3PAR StoreServ 8000 LFF(3.5in) Field Integrated SAS Drive Enclosure [Part Code - E7Y72A]	22
			HPE 3PAR 8000 6TB+SW 7.2K LFF HDD [Part Code - K2P96B]	528
			HPE 3PAR StoreServ SPS Service Processor [Part Code - Q2S14A]	1
27	SAN Switch	HPE	HPE SN3000B 16Gb 24-port/12-port Active Fibre Channel Switch [Part Code - QW937B]	2
			HPE B-series 16Gb SFP+ Short Wave Transceiver [Part Code - QK724A]	24



Sr. No.	Item Description	Make	Model	Qty.
28	Annual Technical Support (ATS) of Video Management Server Software	Hikvision	Hikcentral Professional Control Client	1
29	Annual Technical Support (ATS) for Antivirus software including subscription renewal during contract period for DC infrastructure.	Trend micro	Deep Security	1
30	Annual Technical Support (ATS) EMS Software	Motadata	Metadata: 7.5.200-18792	1
31	Annual Technical Support (ATS) of Server OS Licenses (for physical Servers)	Cent OS	NA	1
32	Annual Technical Support (ATS) for Server OS Licenses (for VMs)	Microsoft	MS Server 2019 (1 Nos.) Windows 10 (4 No.)	5
33	Annual Technical Support (ATS) for Database Licenses	MySQL	NA	1
34	Annual Technical Support (ATS) for Virtualisation Management Software	Vmware	VCenter Server	1
35	Annual Technical Support (ATS) for Virtualisation Host Licenses	Vmware	EXSi Host 6.7	1
36	42U Networking/Server Rack in data center with Complete mounting accessories as required	Valrack	Moducab, MCAB BT 42U810A	3
37	6U Wall Mount Network Rack with Complete mounting accessories as required	Valrack	PROW INT PT 6U65 A	165
38	2U Wall Mount Network Rack with Complete mounting accessories as required	Valrack	Pro we R VT PT 2U5535A	136



Sr. No.	Item Description	Make	Model	Qty.
39	Media Convertor with Complete mounting accessories as required	Mrotek	FCAT01/SA/SM15/SC/CAD	348
40	LIU with splicing and Complete mounting accessories as required	Plexonics	PL-LUN00	56
41	SMPS Based PoE Injector with power supply and Complete mounting accessories as required	Aeconnect	N/A	456
42	Field Junction Box with WAN equipment along with complete mounting accessories as required	N/A	N/A	105
43	Field Junction Box without WAN equipment along with Complete mounting accessories as required	N/A	N/A	184
44	UTP Cat-6 Cable with rodent resistance jacket	Commscope	1-1967222-1	22,302.00
45	UTP Cat-6 Cable with complete accessories	Commscope	884036314/10	70,625.00
46	6 core Fiber Optic Cable with complete accessories	Commscope	2121106-4	32,343.00
47	SLTC of 3 core 1.5 sq. mm Power cable with complete accessories	Polycab	N/A	2,577.00
48	3 core 1.5 sq. mm armored Power cable with complete accessories	Polycab	N/A	19,387.00
49	32 mm HDPE Pipe with complete accessories	Western Irrigation system Pvt Ltd.	N/A	27,281.00
50	32 mm DWC Pipe with complete accessories	Volcano Flexitech	N/A	14,249.00
51	25 mm PVC Conduit Pipe with complete accessories	Aditya Polymake	N/A	45,058.00



Surat Municipal Corporation (SMC)

Annexure to Technical BID

Bid for Annual Maintenance Contract for CCTV Surveillance System [DC-ISD-CCTV-AMC-02-2026]

Online Bid Start Date

May 07, 2026

Online Pre-Bid Conference

May 12, 2026

Online Bid End Date

(Last Date of Online Submission of Bids)

May 22, 2026

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

May 29, 2026

**Information Systems Department (ISD)
Surat Municipal Corporation
Shri Tapipura, 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. Bid Format

1.
 - a) **Name of the Bidder/Supplier** :
 - b) **Are you a Manufacturer / Authorized dealer / Sub dealer / Any other (please specify)** :
 - c) **Income Tax Number [PAN]** : **Date:**
 - d) **C.S.T Number** : **Date:**
 - e) **Goods and Service Tax (GST) Number** : **Date:**

2. **Address with Name of contact person** :
 - a) **Head office** :

 - b) **Main office in Gujarat.** :

 - c) **Office at Surat** :

 - d) **Name of Contact Person** :
 - Phone Numbers**
 - Fax Numbers**
 - Emails**

3. **Details of Authorized Signatory**
 - a) **Name** :
 - b) **Designation** :
 - c) **Address** :
 - d) **Telephone No.** :
 - e) **Mobile No.** :
 - f) **E-mail** :



4. What Is The Forum Of Business You Submit This Bid As?	Yes/No (tick)	Registration Details (submit attested copies of certificates)	Validity Date
• Sole Proprietor? (Registration Number under Shops and Establishment Act.)	:		
• Hindu Undivided Family? (See Item 6.8, Section-6)	:		
• Partnership Firm? (See Item 6.8, Section-6)	:		
• Public Limited Company under the Companies Act?	:		
• Private Limited Company under The Companies Act?	:		
• State Govt. owned Undertaking/ Corporation / Enterprise?	:		
• Central Govt. owned Undertaking/ Corporation / Enterprise?	:		
• Co-operative Society?	:		
• Unit known as "Khadi and Village Industries" as per Khadi and Village Industries Act-1956?	:		
• Association of Persons?	:		
• Any Other? Please Specify.	:		
5. Give details about your mode of giving supply/services to SMC	:		
6. Give details about your service network	:		
7. If you are a manufacturer, kindly provide the details of manufacturing facilities and quality control set-up that you have. (The details may be given as an annexure.)	:		



8. EMD Details

:

Bank Name

No. & Date

Amount

Place:

Signature of Authorized Person

Date:

Designation:

Company stamp:

Name:



B. Information of Authorized Signatory / Contact Person

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

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



C. Forwarding Letter cum Declaration

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

To,

Date:

The Deputy Commissioner (D)
Surat Municipal Corporation,
Shri Tapipura, Surat- 395 003

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

Ref: Bid for Annual Maintenance Contract for CCTV Surveillance System [DC-ISD-CCTV-AMC-02-2026]

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

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. 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.

Place:

Signature of Authorised Person

Date:

Designation:

Company stamp:

Name:



D. Affidavit

AFFIDAVIT

(To be submitted on non-judicial stamp paper of Rs. 300 and duly notarized in Hard Copy)

Name of Work: _____

- I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct. I also understand that in case of wrongful / false information, corporation is entitled to take any civil & criminal punitive action against me / us.
- The undersigned also hereby certifies that neither our firm M/s _____ nor any of its constituent partners have abandoned any work in India nor any contract awarded to us has been rescinded during last five years, prior to the date of this bid.
- The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the SMC to verify our statements or our competence and general reputations, etc.
- The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the SMC.
- The SMC and its authorized representatives are hereby authorized to conduct any inquires or investigations to verify the statements, documents, and information submitted in connection with this bid and to seek clarification from our bankers and clients regarding any individual or authorized representative to any institution referred to in the supporting information, to provide such information deemed necessary and requested by representative of Surat Municipal Corporation to verify statements and information provided in the Tender or with regard to the resources, experience and competence of the Applicant.

Signed by the Authorize signatory of the firm

Title of the office

Name of the firm

Date:



Surat Municipal Corporation (SMC)

Price BID

Bid for Annual Maintenance Contract for CCTV Surveillance System [DC-ISD-CCTV-AMC-02-2026]

Online Bid Start Date

May 07, 2026

Online Pre-Bid Conference

May 12, 2026

Online Bid End Date

(Last Date of Online Submission of Bids)

May 22, 2026

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

May 29, 2026

Information Systems Department (ISD)

Surat Municipal Corporation

Shri Tapipura, Surat-395003

Price Bid

51
2-



PRICE BID [Part – A]

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

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
Details of CCTV Cameras and other allied items to be covered under AMC									
1.	2 Megapixel Full HD IR IP vandal proof Bullet Camera (2.8mm to 12mm Varifocal lens) with Complete mounting accessories as required	Nos.	1022						
2.	2 Megapixel IR IP vandal proof Dome Camera (2.8mm to 12mm Varifocal lens) with Complete mounting accessories as required	Nos.	283						
3.	2 Megapixel IR IP Bullet Camera (Fixed Lens) with Complete mounting accessories as required	Nos.	757						

Sign, Stamp & Notary

Bid for Annual Maintenance Contract for CCTV Surveillance System
[DC-ISD-CCTV-AMC-02-2026]

SMC



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
4.	2 Megapixel IR IP Dome Camera (Fixed Lens) with Complete mounting accessories as required	Nos.	1092						
5.	2 Megapixel IR IP PTZ Camera with Complete mounting accessories as required	Nos.	48						
6.	PTZ Joystick Controller	Nos.	1						
7.	4 Channel Network Video Recorder (NVR) with Complete mounting accessories as required	Nos.	4						
8.	4 Channel Network Video Recorder (NVR) with built-in PoE Ports with Complete mounting accessories as required	Nos.	19						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
9.	8 Channel Network Video Recorder (NVR) with Complete mounting accessories as required	Nos.	4						
10.	8 Channel Network Video Recorder (NVR) with built-in PoE with complete mounting accessories as required	Nos.	20						
11.	16 Channel Network Video Recorder (NVR) with Complete mounting accessories as required	Nos.	27						
12.	32 Channel Network Video Recorder (NVR) with Complete mounting accessories as required	Nos.	29						
13.	4 TB Surveillance Hard Disk for NVR	Nos.	148						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
14.	6 TB Surveillance Hard Disk for NVR	Nos.	73						
15.	32" LED Display Screen with Complete mounting accessories and HDMI Cable as required	Nos.	57						
16.	8 Port PoE/PoE+ industrial grade network Switch with Complete mounting accessories as required	Nos.	100						
17.	1G SFP Transceiver Module for 8 Port PoE/PoE+ industrial grade network switch	Nos.	33						
18.	8 Port PoE/PoE+ Web Managed network Switch with Complete mounting accessories as required	Nos.	473						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
19.	8 Port Web Managed Network Switch with Complete mounting accessories as required (HPE 1920 series switch)	Nos.	473						
20.	1G SFP Transceiver Module for 8 Port Web Managed PoE/PoE+ network switch	Nos.	41						
21.	Core/Top of the Rack/Data Centre network Switch with Complete mounting accessories as required	Nos.	2						
22.	Enterprise next generation firewall with Complete mounting accessories including subscription renewal during contract period	Nos.	1						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
23.	Rack Servers with Complete mounting accessories as required. Video Management server and Database management server Technical Specification: Type of Processor - Intel® Xeon® Gold 6148 Processor Number of Processor each server - 2 CPU - 20 core Frequency - 2.4 GHz Cache - 27.50 MB RAM - 192 GB SAS Drive - 2 x 600 GB @ 15k	Nos.	2						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
24.	Rack Servers with Complete mounting accessories as required. Recording Servers Technical Specification: Type of Processor - Intel® Xeon® Gold 5115 Processor Number of Processor each server - 2 CPU - 10 core Frequency - 2.4 GHz Cache - 13.75 MB RAM - 64 GB SAS Drive - 2 x 600 GB @ 10k	Nos.	5						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
25.	Rack Servers with Complete mounting accessories as required. Transcoding Server & Streaming Server Technical Specification: Type of Processor - Intel® Xeon® Silver 4215 @2.50 GHz Number of Processor each server - 2 CPU - 8 core Frequency - 2.5 GHz Cache - 11 MB RAM - 64 GB SAS Drive - 2 x 600 GB @ 10k	Nos.	2						
26.	Storage with Complete mounting accessories	Nos.	1						
27.	SAN Switch	Nos.	2						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
28.	Annual Technical Support (ATS) of Video Management Server Software	Nos.	1						
29.	Annual Technical Support (ATS) for Antivirus software including subscription renewal during contract period for DC infrastructure.	Nos.	1						
30.	Annual Technical Support (ATS) EMS Software	Nos.	1						
31.	Annual Technical Support (ATS) of Server OS Licenses (for physical Servers)	Nos.	1						
32.	Annual Technical Support (ATS) for Server OS Licenses (for VMs)	Nos.	5						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
33.	Annual Technical Support (ATS) for Database Licenses	Nos.	1						
34.	Annual Technical Support (ATS) for Virtualisation Management Software	Nos.	1						
35.	Annual Technical Support (ATS) for Virtualisation Host Licenses	Nos.	1						
36.	42U Networking/Server Rack in data center with Complete mounting accessories as required	Nos.	3						
37.	6U Wall Mount Network Rack with Complete mounting accessories as required	Nos.	165						
38.	2U Wall Mount Network Rack with Complete mounting accessories as required	Nos.	136						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
39.	Media Convertor with Complete mounting accessories as required	Nos.	348						
40.	LIU with splicing and Complete mounting accessories as required	Nos.	56						
41.	SMPS Based PoE Injector with power supply and Complete mounting accessories as required	Nos.	456						
42.	Field Junction Box with WAN equipment along with complete mounting accessories as required	Nos.	105						
43.	Field Junction Box without WAN equipment along with Complete mounting accessories as required	Nos.	184						
44.	UTP Cat-6 Cable with rodent resistance jacket	RM.	22,302.00						



Surat Municipal Corporation

#	Item Description	UoM	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Words)
A	B	C	D	E	F	$G = E + (E*(F/100))$	$H = (G * D)$	$I = (H * 3)$	J
45.	UTP Cat-6 Cable with complete accessories	RM.	70,625.00						
46.	6 core Fiber Optic Cable with complete accessories	RM.	32,343.00						
47.	SLTC of 3 core 1.5 sq. mm Power cable with complete accessories	RM.	2,577.00						
48.	3 core 1.5 sq. mm armored Power cable with complete accessories	RM.	19,387.00						
49.	32 mm HDPE Pipe with complete accessories	RM.	27,281.00						
50.	32 mm DWC Pipe with complete accessories	RM.	14,249.00						
51.	25 mm PVC Conduit Pipe with complete accessories	RM.	45,058.00						
Total Amount									

Note:

1. The rates (Quoted in Unit Rate Column) should be exclusive GST. The applicable GST should be quoted separately in GST column in Price Bid.
2. The L1 evaluation will be done exclusive of GST.



3. The GST at prevailing rate will be considered for payment purpose.

Place: _____ Signature of Authorized Person: _____
 Date: _____ Designation: _____
 Company stamp: _____ Name: _____

PRICE BID [Part – B]

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

#	Item Description	Qty.	Unit Rate excl. GST	GST (%)	Unit Rate incl. GST (In Figure)	Amount incl. GST (In Figure)
A	B	C	D	E	$F = D + (D * (E/100))$	$G = (F * C)$
Rate Discovery for CCTV Camera Pole shifting						
1.	Shifting of CCTV Camera Pole with cameras & all accessories as per clause – 6.14.50 & clause – 6.14.51	01				

- Note:**
- The rates (Quoted in Unit Rate Column) should be exclusive GST. The applicable GST should be quoted separately in GST column in Price Bid.
 - The payment for the same will be done based on requirement during the contract period on actual basis and shall not be considered for L1 calculation.
 - The GST at prevailing rate will be considered for payment purpose.



Surat Municipal Corporation

Place:

Signature of Authorized Person:

Date:

Designation:

Company stamp:

Name: