

Surat Municipal Corporation

South East Zone (Limbayat)

Quotation Inquiry form

QUOTATION NO. Dy. Muni. Comm. SEZ/9/2026-27		DATE	15-10-2026
NAME OF WORK:	Annual Maintenance and Repair Work of the CCTV Surveillance System installed at the South East Zone (Limbayat) Administrative Building and various Municipal Properties under the jurisdiction of South East Zone (Limbayat), Surat.		
ESTIMATED AMOUNT:	In The Limit Of Rs.5,00,000/- (With GST)	EMD AMOUNT:	Rs. 5,000/-
VALIDITY PERIOD :	120 Days	Agency Category :	Experienced
REQUIRED DOCUMENTS:	(1) Permanent Account Number (PAN) copy.		
	(2) Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank		
	(3) GST Registration certificate.		
	(4) Experience document (Certificate not older than 07 years.)		
TENDER AVAILABILITY :	ONLINE		
ISSUING AUTHORITY :	Executive Engineer, South East Zone (Limbayat), Surat		
ISSUING OFFICE :	Administrative Office, South East Zone(Limbayat), Opp. Vatika Township, Dumbhal, Surat.		
INVITING AUTHORITY :	Executive Engineer, South East Zone (Limbayat), Surat		
SUBMISSION DATE :	Last date: 24/10/2026, Time :- up to 18:00 PM		
SUBMITTED TO :	EXECUTIVE ENGINEER, South East Zone(Limbayat), Opp. Vatika Township, Dumbhal, Surat.		
G.S.T. WILL BE APPLICABLE IN ACCORDANCE WITH THE PREVAILING NORMS OF GOVERNMENT.			
GST clause for construction/ erection/ commissioning/ installation/ repairs/maintenance/ renovation/ fabrication of structure including building (means all works contract/ turnkey project/supply of material/goods)			
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 for the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate firm 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 form 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 nonpayment 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.			
	SIGNATURE OF ISSUING AUTHORITY		
	SD		
	EXECUTIVE ENGINEER SOUTH EAST ZONE (LIMBAYAT) SURAT MUNICIPAL CORPORATION		



Quotation

S.E.Z/Out/No. 6510

Date :- 15/10/2026

To,

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Subject: Annual Maintenance and Repair Work of the Existing CCTV Surveillance System installed at the South East Zone (Limbayat) Administrative Building and Various Municipal Properties under the jurisdiction of South East Zone (Limbayat), Surat.

Dear Sir/Madam,

Surat Municipal Corporation, South East (Limbayat) Zone is inviting sealed quotations for Annual Maintenance and Repair Work of the Existing CCTV Surveillance System installed at the South East Zone (Limbayat) Administrative Building and Various Municipal Buildings/Properties under the jurisdiction of South East Zone (Limbayat), Surat.

Interested bidders are requested to submit their sealed quotations to the Office of the Executive Engineer, South East Zone (Limbayat), along with an **Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five Thousand Only)** in the form of a Demand Draft/Banker's Cheque drawn in favour of the “Municipal Commissioner, Surat Municipal Corporation”, payable at Surat. The sealed quotation must reach the Office of the Executive Engineer, South East (Limbayat) Zone, **on or before Date: 24/10/2026 up to 06:00 PM.**

The bidder shall quote AMC rates on a per-unit-per-year basis as specified in the Price Schedule. The CCTV equipment covered under the AMC shall be attended as and when required by the department. The actual quantity and locations of the CCTV equipment shall be verified through a joint physical survey by the contractor and the Engineer-in-Charge within 10 (Ten) days from the date of issuance of the Work Order. Payment shall be made on the basis of the actual quantity of equipment maintained and the actual period of maintenance, at the accepted unit AMC rates, duly certified by the Engineer-in-Charge.

Please note that the sealed cover shall be superscribed with the name of work: **“Quotation for Annual Maintenance and Repair Work of Existing CCTV Surveillance System installed at the South East Zone (Limbayat) Administrative Building and Various Municipal Buildings/Properties under the jurisdiction of South East Zone (Limbayat), Surat.”**

1.SCOPE OF WORK :

- The scope of work shall cover **Annual Maintenance and Repair of the Existing CCTV Surveillance System** installed at the **South East Zone (Limbayat) Administrative Building and Various Municipal Properties under the jurisdiction of South East (Limbayat) Zone, Surat.**
- The bidder is required to inspect the site and familiarize themselves with the existing site conditions before quoting the rates. No additional claim, dispute, or request for revision of rates on account of inadequate knowledge of the site conditions shall be considered thereafter.
- The Contractor shall have experience in carrying out similar types of works and shall submit the necessary supporting documents.

- **Mandatory Post-Award Joint Survey:** The actual CCTV equipment, quantity and locations covered under the AMC shall be verified through a joint physical survey by the Contractor and the Engineer-in-Charge within **10 (Ten) days** from the date of issuance of the Work Order. The verified details shall form the basis for maintenance and payment under the AMC.
- The Contractor shall provide/arrange **temporary alternative arrangements/service parts/units/equipment**, wherever required, for equipment which is out of order until the original equipment is repaired or restored.
- The AMC shall be **non-comprehensive in nature**. The Contractor shall carry out inspection, preventive maintenance, servicing, troubleshooting, testing, repair and restoration of the existing CCTV Surveillance System. **Replacement of major equipment, components, spare parts, accessories or other materials, wherever required, shall be dealt with separately as per the approval of the competent authority and applicable SMC procedure.**
- Any **new/replacement CCTV/Video Surveillance System equipment supplied under the work**, wherever approved, shall be **Made in India and STQC-approved**, as applicable. Security Testing Report for CCTV/VSS issued by the **Standardization Testing and Quality Certification (STQC) Laboratory** or any other agency notified by MeitY shall be submitted wherever applicable.
- In case of failure of any **backup/recording device**, the Contractor shall inspect and troubleshoot the device and take necessary action for restoration. Replacement of the device, if required, shall be dealt with separately as per approval of the competent authority.
- All repair, restoration and maintenance work shall be carried out only by **qualified and certified technicians**. The Contractor shall provide all required Personal Protective Equipment (PPE) and shall be solely responsible for the safety, insurance, Workmen Compensation and all statutory liabilities relating to its personnel.
- The Contractor shall comply with all applicable Acts, Rules, Regulations, Labour Laws, Safety Regulations and procedures prescribed by Surat Municipal Corporation throughout the contract period.
- The Contractor shall quote the **AMC unit rates in the Price Schedule on a per-unit-per-year basis**. The items shall be attended **as and when required** by the department.
- The Contractor shall arrange, at his own cost, all necessary **labour, supervision, tools, tackles, testing instruments and transportation** required for execution of the AMC work. Consumables and materials included in the accepted AMC rates, if any, shall be as specified in the Price Schedule/Scope of Work.
- The offer shall remain valid for **120 days from the date of receipt of the quotation**.
- The **maximum permissible expenditure under the AMC shall not exceed ₹5,00,000/- (Rupees Five Lakh Only), inclusive of applicable GST**.
- Payment shall be made **as and when required**, based on the actual quantity of equipment maintained, actual period of maintenance and accepted unit AMC rates, duly certified by the Engineer-in-Charge.
- **One month before completion of the contract period**, a joint survey shall be carried out by the Contractor along with the Engineer-in-Charge to verify the condition and functioning of the CCTV system. Any deficiencies identified shall be reported to the Engineer-in-Charge and necessary action shall be taken as per the scope of the AMC and applicable approval.

- The Contractor shall attend every breakdown/service complaint communicated through **telephone, WhatsApp, e-mail, verbal communication or any other authorized mode within 24 hours** from the time of intimation.
- **Security Deposit** shall be placed by the Contractor under the custody of SMC as applicable to AMC works, as per SMC rules and conditions.
- The Contractor shall provide a **three-year guarantee for new products/equipment supplied under the work**, wherever applicable. The guarantee period shall commence after completion of testing, commissioning, trial run and handing over of the equipment/system to SMC.
- The Contractor shall prepare **service reports in triplicate** after every service visit. One copy shall be submitted to the **Engineer-in-Charge/concerned department**, one copy shall accompany the bill and one copy shall be retained by the Contractor. The Contractor shall also maintain a **History Card for each CCTV system** as directed by the Engineer-in-Charge.
- The existing CCTV Surveillance System shall be handed over to the Contractor on an **“as is where is” basis** upon award of the maintenance contract. The Contractor shall take over the CCTV Surveillance System for the said contract without insisting upon any change in the existing system.
- The actual number of CCTV cameras/equipment may vary during the AMC period due to **addition, replacement, shifting or decommissioning** as per departmental requirements. In case of addition of CCTV cameras/equipment, the same may be covered under the AMC at the **accepted unit AMC rate**, on a **pro-rata basis for the remaining contract period**, subject to approval of the competent authority. In case of reduction or removal of CCTV cameras/equipment, payment shall be made only for the **actual quantity maintained up to the date of removal**.

2. Information to be Furnished by the Bidder

- The bidder shall provide the name, designation, mobile number, alternate mobile number, and e-mail ID of the responsible nodal officer/escalation manager to be contacted by the department for registering CCTV-related complaints. Along with this, the bidder must submit explicit details of the mode/medium through which complaints can be officially lodged, such as telephone, mobile/WhatsApp, e-mail, or web portal, ensuring 24/7 availability for logging urgent issues.
- The bidder shall provide a detailed list stating the exact number of qualified, certified technical staff and field engineers dedicated exclusively to this present zonal AMC work. The bidder must submit written confirmation and an undertaking guaranteeing the immediate availability of sufficient, redundant manpower to ensure the simultaneous, timely resolution of multiple independent complaints across different municipal properties without causing cross-delay.

3.TIME LIMIT / WORK COMPLETION PERIOD

- The contract period shall commence ten (10) days from the date of issuance of the Work Order.
- The maintenance contract shall be for a period of 12 months or as per decision of competent authority of Surat Municipal Corporation as per work order.

4. EXPERIENCE REQUIRED :

- The contractor shall submit an Experience Certificate for similar CCTV maintenance/AMC works, completed within the last 07 (Seven) years.

5. SECURITY DEPOSIT/AGREEMENT/STAMP DUTY :

- The successful contractor shall be required to deposit an amount equal to **2% of the accepted order value** as Security Deposit in the Municipal Treasury, in cash or by Demand Draft, within **10 (Ten) days** from the date of issue of the Work Order.
In case of delay, a penalty at the rate of **0.065% of the Security Deposit amount per day** shall be charged. The Security Deposit shall be released after settlement of the final bill, as per applicable SMC rules.
- The successful contractor shall also be required to enter into contract agreement along with undertaking and local surety on Gujarat Stamp Paper purchased from Surat worth Rs.900.00 (i.e. 300.00 + 300.00 + 300.00 for each) (to be brought from Surat by the Contractor) on getting the order. However, the stamp duty at prevailing rate shall be applicable if revised by Government.

6. PRICES AND TERMS OF PAYMENTS :

- All rates should be quoted including GST.
- The Contractor must understand clearly that the prices quoted are for the total works i.e. Repair and Restoration include all costs due to spare parts material, labour, supervisions, transportation, loading unloading watch and ward etc. including GST. No claim for additional payment beyond the prices quoted will be entertained and the tendered will not be entitled subsequently to make any claim on any ground.
- **No payment shall be made in advance.**
- **AMC: Payment shall be made on quarterly basis.**

7. Penalty Criteria :

Contractor is expected to perform in the best engineering practice manner such that user department feel satisfaction of the services obtained. However in case of failure of such thing shall be lead to attraction of penalty. Following cause/incidence shall attract penalty:

1. **If any breakdown/complaint is not attended within 24 hours** from the time of intimation by the SMC/user department, a penalty of **Rs. 500/- per day** shall be levied until the complaint is attended.
2. **If any CCTV unit/equipment remains out of service for more than 48 hours** from the time of intimation, without any justified reason, and the Contractor fails to make an alternate arrangement or provide a standby/service unit, a penalty of **Rs. 300/- per day** shall be levied until the system/unit is restored.
3. If the Contractor uses any **unauthorized, substandard, second-hand or refurbished material/part**, wherever any material/part is required to be supplied under the AMC work, the same shall be rejected and shall be replaced with approved/genuine material/part at no additional cost to SMC. If the Contractor fails to replace the rejected material/part, SMC may arrange for such replacement at the **risk and cost of the Contractor**, and the actual cost incurred along with a penalty of **Rs. 2,500/- per incidence** shall be recovered from the Contractor's bill.

4. If the Contractor fails to carry out the **scheduled preventive/routine maintenance of the complete CCTV Surveillance System** as per the prescribed schedule, SMC may get the work carried out at the **risk and cost of the Contractor**. The actual expenditure incurred for completing such work, along with a penalty of **Rs. 1,500/- per bill period**, shall be recovered from the Contractor's bill.

Note: Surat Municipal Corporation reserves the right to terminate the contract at any time, without assigning any reason whatsoever, by giving written notice to the Contractor. The decision of the Corporation shall be final and binding on the Contractor.

SD
Executive Engineer
South East Zone (Limbayat)
Surat Municipal Corporation

SEAL & SIGNATURE OF THE TENDERER:



ANNEXURE

Approx CCTV Camera Details					
No	Item Description	Unit	Qty	Rate/Unit/Year	Amount/Year
1	2 MP Full High-Definition Fixed lens Turret IP Camera. DS-2CD2321G0-I , DS-2CD1323G0-IU, DS-2CD1323G2-LIUF/SL	Nos.	04		
2	2MP vari-focal Lens dome network camera. (DS-2CD2622FWD-I)	Nos.	18		
3	2 MP vari-focal Lens 2.8 to 12mm IR Dome Camera.DS-2CD2722FWD-l	Nos.	08		
4	2MP IP Analog Bullet Camera Day & Night (DS-2CD122P-I3)	Nos.	01		
5	4 MP WDR Fixed Turret Network Camera. (DS-2CD1343G0-I)	Nos.	01		
6	1.3 MP Prama IP Dome Camera PT-NC113D3-I(DE)	Nos.	01		
7	Dahua 2 MP HDCVI Dome Camera	Nos.	28		
8	CP Plus 4 MP Outdoor Bullet Camera	Nos.	08		
9	2MP Dome IP Camera	Nos.	24		
10	2MP Bullet IP Camera	Nos.	120		
11	Dahua -2 MP Dome IP Camera (DH-IPC-HDPW1230R1P-S4)	Nos.	66		
12	Dahua -2 MP Bullet IP Camera (DH-IPC-B1B20P)	Nos.	08		
13	Dahua -2 MP Bullet IP Camera (DH-IPC-HFW1230S1-S5)	Nos.	01		
14	2 MP Dome IP Camera - CP Plus CP-UNC-VB21ZL4C-VMDS	Nos.	59		
DVR / NVR Details					
#	Item Description	UoM	Qty		
15	8-Channel Network Video Recorder (NVR)	Nos.	01		
16	16-Channel Network Video Recorder (NVR)	Nos.	02		
17	32-Channel Network Video Recorder (NVR) Hikvision DS-7732NI-E4	Nos.	01		
18	32 Channel NVR- CP Plus CP-UNR-4K4322-V3	Nos.	02		
19	32-Channel Network Video Recorder (NVR)	Nos.	04		
20	64-Channel Network Video Recorder- Dahua (NVR) (NVR5464-4KS2)	Nos	01		
21	64-Channel Network Video Recorder-Dahua (NVR) (NVR5864-EI)	Nos	01		
22	16-Channel Digital Video Recorder (DVR)	Nos.	02		
Hard Disk Details					
#	Item Description	UoM	Qty		
23	4 TB Surveillance Hard Disk for NVR	Nos.	02		
24	6 TB Surveillance Hard Disk for NVR	Nos.	04		
25	8 TB Surveillance Hard Disk for NVR	Nos.	02		
POE /Network Switch Details					
#	Item Description	UoM	Qty		
26	4 Port POE Switch	Nos.	02		
27	8 Port POE Switch	Nos.	02		
28	8+2 Giga Port PoE Switch	Nos.	15		
29	4+2 Giga Port PoE Switch	Nos.	03		
30	16 Port POE Switch	Nos.	06		
31	24 Port POE Switch	Nos	06		
LED TV Details					
#	Item Description	UoM	Qty		

32	LED TV 32" with all other accessories & power supply	Nos.	01		
33	LED TV 43" with all other accessories & power supply	Nos.	05		
34	LED TV 49" with all other accessories & power supply	Nos.	01		

PRICE SCHEDULE

#	Description	Qty	Yearly AMC Amount incl. GST (INR)
1	Annual Maintenance and Repair Work of the Existing CCTV Surveillance System installed at the South East Zone(Limbayat) Administrative Building and Various Municipal Properties under the jurisdiction of South East Zone (Limbayat), Surat.	As Per ANNEXURE	
Total Amount in figure			
Total Amount in Words:			

SD

Executive Engineer

South East Zone (Limbayat)

Surat Municipal Corporation

SEAL & SIGNATURE OF THE CONTRACTOR: