



TRIPURA NATURAL GAS COMPANY LIMITED

(A Joint Venture of GAIL (India) Ltd., Govt. of Tripura & Govt. of Assam)

PROJECT FOR

CITY GAS DISTRIBUTION FOR AGARTALA

**E- BID
DOCUMENT FOR
COMPREHENSIVE CCTV MAINTENANCE CONTRACT FOR
CGD PROJECT OF TNGCL**

E-TENDER No.: TNGCL/C&P/CCTV Maintenance/O&M/SC(6015)/2019-20

VOLUME – II OF II

PREPARED AND ISSUED BY

Department of Contracts & Procurement
Tripura Natural Gas Company Ltd.
Shilpa Nigam Bhawan, Khejurbagan
Kunjaban, Agartala, 799006

SPECIAL CONDITIONS OF CONTRACT:

1.0 GENERAL INFORMATION:

- i. The "Special Conditions of Contract [SCC]" shall be read in conjunction with the "General Conditions of Contract [GCC]", "Schedule of Rates [SOR]", "Scope of Work", "Technical specifications" and any other document forming part of the Contract, wherever the context so requires.
- ii. Notwithstanding, the sub-divisions of the documents into separate sections, each part shall be deemed to be supplementary of every other part and shall be read with and into the Contract so far as it may be practicable to do so.
- iii. Where any portion of the "GCC" is repugnant to or at variance with any provisions of the "SCC", unless a different intention appears the provisions of the "SCC" shall be deemed to override the provisions of "GCC", and shall to the extent of such repugnancy or variations, prevail. In case of any contradiction, the decision of the "Engineer-in-Charge [EIC]" will be final and binding on the Seller.

2.0 SITE INFORMATION:

- i. The Vendor is advised to visit and examine the sites and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract. The costs of visiting the Site shall be at the Vendor's own expense. Claims and objections due to ignorance of existing conditions will not be considered after submission of the bid.
- ii. The Vendor and any of its personnel or agents will be granted permission by the Employer to enter upon its premises and lands for the purpose of such visit, but only upon the express condition that the Vendor, its personnel, and agents will release and indemnify the Employer and its personnel and agents from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.

3.0 BRIEF SCOPE OF WORK:

- i. The work involves AMC for all the CCTV system components installed

at all the installations of TNGCL for a period of 36 months from the date of issue of LOI/ Work Order. The detail list of the components under AMC is attached as **Annexure-I**. The location of the cameras and other components is attached at **Annexure-II**.

4.0 SCHEDULE OF RATES:

- i. The quoted rates by Vendor shall include all liabilities such as supervision, wages, overtime, leave, bonus, increment, retrenchment compensation, insurance and all other statutory payments, including providing of tools and tackles, under Vendor 's scope of supply, overheads, profits etc. for which no extra payment whatsoever will be made by TNGCL.
- ii. The rates herein contained and agreed shall remain firm during the contract period and shall not be subjected to escalation or revision.
- iii. The quoted rates should be inclusive of all taxes, duties as well as GST thereon. The Vendor is required to mention the applicable rate of GST along with HSN code thereon as on the final due date of bid submission.
- iv. The Vendors liable to pay GST for the work / services rendered to TNGCL, shall specifically mention the GST registration No. in their Invoice(s). Further, the amount and rate of GST shall be separately and distinctly specified in the Invoice(s). The Vendor shall submit proper invoice as required under the GST act & rule.

5.0 PRICE ESCALATION:

The rates quoted shall be firm throughout the duration of the contract and are not subject to escalation due to any reasons whatsoever. Vendor's may thereby factor in all the costs and margins to be incurred over a period of 36 months beforehand for providing the all-inclusive costs for the Comprehensive AMC Services at the time of bidding.

6.0 RESOLUTION TIME:

Resolution time is the total time taken by the vendor between registering the complaint with vendor and rectifying the fault. This time includes time taken to reach the site, diagnose, repair / replace the faulty components / module / camera/ device/ Networking equipment. The successful Vendor shall ensure that the faulty network devices, cameras

and peripherals etc. are repaired / brought back to service within the specified resolution time, failing which the deductions as per Non-performance deduction clauses will be applicable.

7.0 NON PERFORMANCE DEDUCTION:

- i. Non availability of CCTV footage at any installation would be penalized at the rate of Rs. 100 per camera per site per day. Gross penalty of Rs. 10000 in case of failure more than 15 days in each case.
- ii. If any complain is not resolved within resolution time of 48 hours, it will reflect a deduction of Rs. 1000/- per 24 hours. In case call is not resolved or suitable standby is not provided within max. 7 days, TNGCL may get it repaired from other 3rd party and the cost of the same will be deducted from the quarterly bill of the vendor. Otherwise deduction on per hour basis will be continued further till call is resolved or standby is provided.
- iii. In case of non compliance of Preventive maintenance activity at any site for the quarter a PRS of Rs. 250 per site shall be applicable on quarterly basis.

8.0 PRICE REDUCTION SCHEDULE:

The Price Reduction Schedule shall be applicable as per NPD calculations. The overall maximum deduction per shall however be restricted to 10% of overall quarterly bill amount.

9.0 TERMS OF PAYMENT:

- i. The Vendor will submit the bill for AMC services on quarterly basis, in triplicate, in the first week of the following month after completion of the PM activity for all the sites.
- ii. Payment shall then be released after adjusting for applicable PRS, post certification of the bills by EIC within 30 days after submission of bills. PF details, insurance, wage sheet (as applicable) and any documents desired by EIC/F&A dept. for approving the bill needs to be submitted along with each RA bill.

SCOPE OF WORK:

During the term of this Agreement THE BIDDER agrees to maintain the EQUIPMENT in good working order and for this purpose will provide the following repair and maintenance service:

1. AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.

In cases where any Equipment is unserviceable, the same shall be replaced with new one with same specification as per the Equipment which is being replaced, at no extra cost to TNGCL. The Bidder shall further ensure that the EQUIPMENT is not down at any time for want of spare parts. Each and every components including plastic parts, breakdown due to power conditions, rodents etc. are covers under the contract.

The Bidder shall correct any faults and failures in the Cable and shall repair and replace worn or defective parts of the Cable. In cases where unserviceable parts of the Cable need replacement the Bidder shall replace such parts, at no extra cost to TNGCL, with brand new parts or those equivalent to new parts in performance.

2. The Bidder has to ensure uninterrupted recording of CCTV surveillance system at all location. It includes relocation of CCTV cameras and time to time to check proper connectivity of surveillance system.
3. The Bidder is supposed to response within 24 hours in the case of any break down or complaint launched from TNGCL. The same complaint must be resolved in 48 hours otherwise penalty shall liable to be imposed.
4. Only genuine spare parts will be used.

5. The Bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the maintenance period and once within first fifteen days of every subsequent month, on a day and at a time mutually agreed upon. The report of the same shall be submitted along with the Invoice.
6. Preventive maintenance includes proper network cabling and to resolve the issues with respect to loose connections. A separate log book shall be maintained for preventive maintenance record by the party and same to be signed by the respective WIC of the station after witnessing by Security Guard of respective site.
7. The equipment being taken to the workshop for repair after prior permission of WIC would be at company's own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be made good by TNGCL.
8. All tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the Bidder.
9. The Bidder shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/CD after every 15 days (twice in a month). The provision of DVD/CD/Pendrive shall be in the scope of work of tender.
10. It shall be the responsibility of the Bidder to make all the CCTV surveillance system and equipment work satisfactorily throughout the contract period and to hand over the systems in working conditions to the TNGCL after expiry of the contract.
11. In case if THE BIDDER is not able to repair the original equipment, THE BIDDER shall replace the same with new Original Equipment of same specifications and same brand.
12. Failure in adhering to any of the terms and conditions mentioned in the

scope of work will attract penalty clause.

13. The existing Surveillance System consist of the following equipment:

- a. Camera Bullet [M/s UNV make]: 34
- b. Camera DOME [M/s UNV make]: 21
- c. NVR [M/s UNV make]: 5
- d. Managed Switches [M/s CISCO make]: 5
- e. Monitors: 5
- f. Cable connectors and other accessories.

Annexure-I

The equipment to be covered under AMC are as follows:

SI No.	Item with Configuration	Make & Model	Qty	Year of Purchase
1	Dome IP Camera Day/ Night functionality, 1/3” 2MP CMOS Sensor, 1080 P Resolution, 3.6 mm HD Professional Lens, 24 IE Led, Upto 30 mtrs (98 ft) IR Range, BLC/ HLC/ DWDR, PoE, 3D noise reduction, IP 66	uniview IPC3612SR3-PF36	21	2017
2	Bullet IP Camera Day/ Night functionality, 1/3” 2MP CMOS Sensor, 1080 P Resolution, 2.8-12 mm HD Professional Lens, 36 IE Led, Upto 80 mtrs (98 ft) IR Range, BLC/ HLC/ DWDR, PoE, 3D noise reduction, IP 66	uniview IPC2322EBR-P	34	2017
3	NVR 16 Channel 16 Channel 1080 P Network Video Recorder, 1.5 U Standalone DVR Support 2, HDD upto 4 TB each, 3G Network Access, upto 10 network Accessing users, HDMI/VGS/Simultaneous Output Cloud Facility	uniview NVR202-16E	4	2017

SI No.	Item with Configuration	Make & Model	Qty	Year of Purchase
4	NVR 32 Channel 32 Channel 1080 P Network Video Recorder, 1.5 U Standalone DVR Support 2, HDD upto 4 TB each, 3G Network Access, upto 10 network Accessing users, HDMI/VGS/Simultaneous Output Cloud Facility	uniview NVR202-32E	1	
5	HARD DISC	SEAGATE	5	
7	24 Port Manageable Switch	CISCO	4	
8	10 Port PoE Injector Mountable Rack		8	
9	Rack 6U		5	
10	32" TFT Monitor with HDMI/VGA		5	

Note

The AMC is Comprehensive type. The supply of any item required for the maintenance of the Surveillance System during the entire AMC period is in Bidders' Scope.

Annexure-II

Location of Installation of Surveillance System

Location	Units	Dome Camera (for indoor installation)	Bullet Camera (for Outdoor installation)	Total no. of Cameras
AD Nagar CNG Station	Nos.	8	11	19
TRTC CNG Station	Nos.	4	8	12
Khayerpur CNG Station	Nos.	5	8	13
Udaipur CNG Station	Nos.	1	4	5
IGC, B'Nagar	Nos.	3	3	6
Total		21	34	