

## Scope of Work

### 1.1 Scope of Work:

As per AMC G.R. vide no. LAN-2004-927-DST dated 30.07.2004, 22.02.2006, 24.03.2006 & 20.10.2009 of Department of Science & Technology, Government of Gujarat; GMSCL (herein after referred to as "GMSCL/The office") for their requirement of Comprehensive Annual Maintenance Contract of CCTV camera system installed at Head office of GMSCL and its 6 nos. of warehouse (herein after referred to as "AMC") intend to invite your offers (technical cum commercial) through GeM as specified in this document.

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.

- a) THE BIDDER shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT during 2 calendar days. In cases where unserviceable parts of the EQUIPMENT need replacement THE BIDDER shall replace such parts, at no extra cost to THE OFFICE, with brand new parts or those equivalent to new parts in performance. THE BIDDER shall further ensure that the EQUIPMENT is not down at any time for want of spare parts.

**Note: All type of IT & Non-IT Components such as Workstation/Desktop, Display, UPS and CCTV Cameras, Network switches, Rack with related accessories shall be covered under comprehensive AMC inclusive of all type of spares.**

- b) Before any bidder participates in the bid, they will have to do the necessary onsite inspection of the condition of the components of the various warehouse of GMSCL with site infrastructure.
- c) THE BIDDER agrees that special arrangements may be made between BIDDER and the authorities nominated by THE OFFICE to have such maintenance service.
- d) THE BIDDER shall provide repair and maintenance service, in response to oral, including telephone, notice by THE OFFICE and such services should be available for a period of 24x7.
- e) THE BIDDER shall ensure 24 hours response time (i.e. total time taken by THE BIDDER between registering the complaint and attending the complaint).
- f) THE BIDDER shall ensure break down call time of 48 hours (i.e. total time taken by THE BIDDER between registering the complaint and rectifying the fault). This time includes time taken to reach the site, diagnose, repair/ replace the faulty component/module/device & network equipment that are covered under the contract.
- g) THE BIDDER shall ensure Spare's availability. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, THE BIDDER shall provide a suitable replacement as Standby arrangement within 48 hours so that the work is not hampered. The

packing/unpacking, transportation, loading/unloading, connection/disconnection, configuration/re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of THE BIDDER. However, if standby arrangement has been made then it shall be replaced with original or functionally equivalent equipment within next 15 calendar days.

- h) In case if THE BIDDER is not in the position to repair the original equipment, then THE BIDDER has to provide the functionally equivalent equipment.
- i) **Preventive Maintenance:** 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, checking and testing of UPS batteries and necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the maintenance period and once within every subsequent quarter, during the currency of this Agreement, on a day and at a time to be mutually agreed upon and inform the representative of THE OFFICE about any necessary steps to be taken like back up of data or purchase of consumables. Notwithstanding the foregoing, THE BIDDER recognizes THE OFFICE's operational needs and agrees that THE OFFICE shall have the right to require THE BIDDER to adjourn Preventive Maintenance from any scheduled time to a date and time, not later than fifteen working days thereafter. The report of preventive maintenance shall be submitted to THE OFFICE on quarterly basis at the time of invoice submission.
- j) All engineering changes generally adopted hereafter by THE BIDDER, for equipment similar to that covered by this Agreement, shall be made to the EQUIPMENT at no cost to THE OFFICE.
- k) Qualified maintenance engineers totally familiar with the EQUIPMENT shall perform all repair and maintenance service described herein.
- l) Appropriate call register and ticket handling status system should be in place to log and track troubleshooting activity by the BIDDER.
- m) THE BIDDER shall maintain at THE OFFICE's site, a written maintenance and repair log; and shall record therein each incident of EQUIPMENT malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. THE OFFICE shall use the same log for recording the nature of faults and failures observed in the EQUIPMENT, the date and time of their occurrence and the date and time of their communication to THE BIDDER.
- n) THE BIDDER shall maintain the operating system software on the desktop clients, as per the terms of the purchase order/agreement related to this EQUIPMENT.
- o) THE BIDDER shall also maintain the system health against virus attack which includes cleaning of viruses from desktop.
- p) In case if THE BIDDER is not able to repair the original equipment, THE BIDDER

shall supply the new substitute of same specifications or of higher specifications of reputable brand, with prior approval of THE OFFICE. In case, if THE OFFICE found the substitute of lower quality or cheaper substitute than the difference between genuine substitute of reputable brand and the one used by THE BIDDER has to be paid by THE BIDDER.

- q) Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.
- r) Any worn or defective parts/equipment withdrawn from the EQUIPMENT and replaced by THE BIDDER shall become the property of THE BIDDER; and the parts/equipment replacing the withdrawn parts/equipment shall become the property of THE OFFICE.
- s) THE BIDDER's maintenance personnel shall be given access to the EQUIPMENT when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.
- t) THE EQUIPMENT shall not be shifted to an alternate site and installed thereat during the currency of this Agreement without prior written notice to THE BIDDER. However, if THE OFFICE desires to shift the EQUIPMENT to a new site and install it thereat urgently, THE BIDDER shall be informed of the same immediately. THE OFFICE shall bear the charges for such shifting and reinstallation and THE BIDDER shall provide necessary assistance to THE OFFICE in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on THE BIDDER and THE OFFICE, provided that the two parties may agree to amended charges for the maintenance services after such an event.
- u) THE OFFICE shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, and dust to within the acceptable limits required for equipment similar to that covered by this Agreement.
- v) No terms or provision hereof shall be deemed waived, and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.
- w) The bidder shall maintain sufficient spare for AMC hardware at department location. So, parts replacement of faulty hardware can be done easily.
- x) The bidder has to check for the electrical earthing and if there is any issue in the electrical earthing then bidder has to suggest the Office for carryout proper earthing.

## **1.2 Penalty Clause:**

- 1.1 If the bidder fails to perform as per Scope of work, then a sum equivalent to following shall be deducted from the payment for each calendar week of delay or part thereof for each non-responsive event:

- a) In case of NVR: Penalty of Rs. 1,000 per event for first week of delay after resolution time
- b) In case of desktops, Network Switch, Display and UPS: Penalty of Rs. 500 per event for first week of delay after resolution time
- c) However, if the complaints not resolved within 1 week (7 days) then from 8<sup>th</sup> day to 14<sup>th</sup> day, penalty would be levied @ 150% and from 15<sup>th</sup> day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the AMC Payment.
- d) If the bidder fails to perform preventive maintenance as mentioned in the scope of work the penalty of Rs. 1,000/- per quarter per office/warehouse per quarter.
- e) The amount of such penalties shall be subject to a maximum limit of 10% of the annual contract value.

**Note: For SLA calculation, the days will be working days. It means that if any holiday comes then call will be extended to next working days**

**1.3 Payment:** Quarterly payment will be paid by THE OFFICE. However, if any penalty to be deducted, the payment will be released accordingly. The payments to the bidder will be made quarterly at the end of each quarter on acceptance of the invoice by the THE OFFICE. After acceptance of the invoice along with the supporting documents, the invoice would be processed for release of payment within 45 days after due verification of the invoice & other supporting documents by THE OFFICE. However, in case the processing of the invoice gets delayed beyond 45 days from the date of acceptance of invoice, THE BIDDER would be paid an adhoc amount of 50% of invoice value & the remaining amount would be released after getting clarifications, due verification & imposition of penalty if any.

Please submit undertaking letter as per Ministry of Finance Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 as per performa given below on bidder's letterhead.

On letterhead of Bidder

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

Ref: Bid Number:

---

I have read the clause regarding restriction on procurement/services from a bidder of a country which shares a land border with India. I certify that we as a bidder are not from such a country or, if from such a country, we have been registered with competent authority. I hereby certify that we fulfill all requirements in this regard and is eligible to be considered for procurement for Bid number = \_\_\_\_\_.

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

(Signature)

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

**GMSCL Head Office & Ware House - WISE CCTV Camera & accessories Inventory 2022-23**

Branch Name / RWH Name	Head Office, Gandhinagar	Naroda Ware House	Vadodara Ware House	Surat Ware House	Patan Ware House	Jamnagar Ware House	Amreli Ware House	Total Qty.
<b>CCTV Camera Brand / Make</b>	ADOR AP-IP-21021-A	ADOR AP-IP-21021-A	ADOR AP-IP-21021-A	ADOR AP-IP-21021-A	ADOR AP-IP-21021-A	ADOR AP-IP-21021-A	ADOR AP-IP-21021-A	
<b>Camera Serial No</b>	1) APL2017B00062 2) APL2017B00035 3) APL2017B00009 4) APL2017B00028 5) APL2017B00023 <b>Total Qty = 5</b>	1) APL2017B00020 2) APL2017B00016 3) APL2017B00034 4) APL2017B00042 5) APL2017B00015 6) APL2017B00021 7) 477061B63223A0077 <b>Total Qty = 7</b>	1) APL2017B00002 2) APL2017B00011 3) APL2017B00040 4) APL2017B00001 5) APL2017B00046 6) APL2017B00044 7) 477061B6323A00004 <b>Total Qty = 7</b>	1) APL2017B00047 2) APL2017B00045 3) APL2017B00039 4) APL2017B00032 5) APL2017B00018 6) APL2017B00030 7) APL2017B00007 <b>Total Qty = 7</b>	1) APL2017B00043 2) APL2017B00017 3) APL2017B00005 4) APL2017B00012 5) APL2017B00022 6) APL2017B00026 7) APL2017B00033 <b>Total Qty = 7</b>	1) APL2017B00031 2) APL2017B00041 3) APL2017B00008 4) APL2017B00004 5) APL2017B00025 6) APL2017B00010 7) APL2017B00003 <b>Total Qty = 7</b>	1) APL2017B00027 2) APL2017B00036 3) APL2017B00013 4) APL2017B00029 5) APL2017B00024 6) APL2017B00014 7) APL2017B00038 <b>Total Qty = 7</b>	<b>47</b>
<b>16 CH Network Video Recorder (NVR) Brand / Make</b>	ADOR AP-NVR-16C-S4	ADOR AP-NVR-16C-S4	ADOR AP-NVR-16C-S4	ADOR AP-NVR-16C-S4	ADOR AP-NVR-16C-S4	ADOR AP-NVR-16C-S4	ADOR AP-NVR-16C-S4	
<b>16 CH Network Video Recorder with Total Quantity.</b>	1) 477257B7255A00004 2) 477257B7255A00003 <b>Total Qty = 2</b>	1) 477257B7255A00008 <b>Total Qty = 1</b>	1) 477257B7255A00005 <b>Total Qty = 1</b>	1) 477257B7255A00007 <b>Total Qty = 1</b>	1) 477257B7255A00001 <b>Total Qty = 1</b>	1) 477257B7255A00006 <b>Total Qty = 1</b>	1) 477257B7255A00002 <b>Total Qty = 1</b>	<b>8</b>
<b>PoE Layer-2, 8 port Switch Brand / Make</b>	PLEXONICS PL-2410MG-8PL	PLEXONICS PL-2410MG-8PL	PLEXONICS PL-2410MG-8PL	PLEXONICS PL-2410MG-8PL	PLEXONICS PL-2410MG-8PL /TP-Link TL-SG2210P	PLEXONICS PL-2410MG-8PL / TP-Link TL-SG2210P	PLEXONICS PL-2410MG-8PL	
<b>PoE Layer-2, 8 port Switch with Total Quantity.</b>	1) 2410MG8PL06170057 2) 2410MG8PL01170037 3) 2410MG8PL01170053 4) 2410MG8PL01170054 <b>Total Qty = 4</b>	1) 2410MG8PL06170035 2) 2410MG8PL06170032 <b>Total Qty = 2</b>	1) 2410MG8PL06170038 2) 2410MG8PL06170033 <b>Total Qty = 2</b>	1) 2410MG8PL06170055 2) 2410MG8PL06170051 <b>Total Qty = 2</b>	1) 2410MG8PL06170050 2) 2216125000885 <b>Total Qty = 2</b>	1) 2410MG8PL06170056 2) 22121F1000921 <b>Total Qty = 2</b>	1) 2410MG8PL06170058 2) 2410MG8PL06170093 <b>Total Qty = 2</b>	<b>16</b>
<b>1 KVA Online UPS (with 30 Min battery backup) Switch Brand / Make</b>	BPE MF1101L3	BPE MF1101L3	BPE MF1101L3	BPE MF1101L3	BPE MF1101L3	BPE MF1101L3	BPE MF1101L3	
<b>1 KVA Online UPS (with 30 Min battery backup) with Total Quantity.</b>	1) MO1L16J00036 2) MO1L16F00300 <b>Total Qty = 2</b>	1) MO1L16J00290 <b>Total Qty = 1</b>	1) MO1L16J00064 <b>Total Qty = 1</b>	1) MO1L16J00324 <b>Total Qty = 1</b>	1) MO1L16E00745 <b>Total Qty = 1</b>	1) MO1L16J00007 <b>Total Qty = 1</b>	1) MO1L16E02037 <b>Total Qty = 1</b>	<b>8</b>
<b>600 VA UPS (with 15 Min battery backup) Brand / Make</b>	BPE BP650	BPE BP650	BPE BP650	BPE BP650	BPE BP650	BPE BP650	BPE BP650	
<b>600 VA UPS (with 15 Min battery backup) with Total Quantity.</b>	1) B02M17CO2819 2) B02M17CO1655 <b>Total Qty = 2</b>	1) B02M17CO2820 <b>Total Qty = 1</b>	1) B02M17CO1656 <b>Total Qty = 1</b>	1) B02M17CO1731 <b>Total Qty = 1</b>	1) B02M17CO1732 <b>Total Qty = 1</b>	1) B02M17CO3136 <b>Total Qty = 1</b>	1) B02M17CO3135 <b>Total Qty = 1</b>	<b>8</b>
<b>32" or higher LED Professional Display Brand / Make</b>	LG 32SE3KB	LG 32SE3KB	LG 32SE3KB	LG 32SE3KB	LG 32SE3KB	LG 32SE3KB	Croma CREL7369	
<b>32" or higher LED Professional Display with Total Quantity.</b>	1) 705PMVP024447 <b>Total Qty = 1</b>	1) 705PMW0046761 <b>Total Qty = 1</b>	1) 705PMHW046745 <b>Total Qty = 1</b>	1) 705PMKT046709 <b>Total Qty = 1</b>	1) 705PMMC046755 <b>Total Qty = 1</b>	1) 705PMWRX024446 <b>Total Qty = 1</b>	1) CREL7369022236990 <b>Total Qty = 1</b>	<b>7</b>

