



THANE DIVISIONAL OFFICE, OS DEPARTMENT, ENGINEERING SECTION, THIRD FLOOR, JEEVAN CHINTAMANI BUILDING, EASTERN EXP. HIGHWAY, THANE [W] 400604, TEL. NOS. :- 2582 9327, 2580

Ref:-T.D.O./OS/CCTV CSMC/2024-25

Date:-17.03.2025

To,

Dear Sir,

**Re:— Tender for Comprehensive Service Maintenance Contract  
For CCTV Systems installed at branches, Satellite offices, TDO etc.**

Sealed tenders are being invited for the comprehensive service maintenance contract for CCTV SYSTEMS installed at our various branches, Satellite Offices, Thane DO etc. Following are the terms & conditions of the tender.

1. We propose to have the **COMPREHENSIVE SERVICE MAINTENANCE CONTRACT** for one year [ may be renewable for further period of one or two years ] for CCTV system installed at 91M, 92F, 936, 91G, 917, 91H, 92E, 934, 92D, 9276, 91P, 92A, 92B, 91J, 92K 92L, 91N, 92G, 92J, 932, 92C, 92H, 933, & Satellite Offices situated at Murbad, Shahpur, Ghodbunder, Titwala, Badlapur, Karjat, Ghansoli, Nerul Mira road, Alibaug, Kharghar, Virar, Palghar, P&GS, Customer zone Thane. And thane Divisional office. The bid documents have been put on our website viz. [licindia.in](http://licindia.in) under head "TENDERS" from where they can be downloaded. The tenders will be issued physically up to 4.00 pm on 17.03.2025 by paying the tender fee as mentioned under **OTHER TERMS & CONDITION**. The offers are invited in one part only viz. financial bid only, in the sealed envelope containing Financial Bid (FB) as per the annexure - A, A-1 along with signed tender document dated 17.03.2025 containing the General terms & conditions governing the CSMC tender, Demand Draft for Earnest Money Deposit & copies of PAN card, GSTIN certificate , cancelled cheque. The tender should contain nothing but the price aspects without any conditions. The envelopes should be super-scribed as "Financial Bid - Quotation for the contract for CSMC of the CCTV Systems" & the sentence "NOT TO BE OPENED BEFORE DUE DATE & TIME OF QUOTATION OPENING " be written on the envelope. Further applicant's name & address should be written below. After noting the date & time of submission on the envelope from the designated officer in OS department you are requested to drop the same in the tender box kept in the cabin of Manager [OS] situated at OS dept, 3<sup>rd</sup> floor, Thane Divl. Office, Jeevan Chintamani bldg., E. Exp. Highway, Near R T O, Thane (w) on or before the stipulated date & time by **hand delivery only**.
2. The TENDER papers can be collected from our office at an address given above between 20.03.2025 to 25.03.2025 during the cash hours of the office viz. 10.15 am to 4.00 pm on Monday to Friday by paying Re 500/- + GST [ NON REFUNDABLE ] as tender fees. The vendor who getting the tender document downloaded from our website are exempted from submitting tender fees. MSME vendors are also exempted from submitting tender fees subject to submission of valid copy of the certificate issued by appropriate authority. The specified tender should be submitted to this office on or before 27.03.2025 by 12.30 pm. Delay of any kind will not be considered. Our tender opening committee will open the tenders on 27.03.2025 at 03.00 pm or on next day at same time in OS dept, 3<sup>rd</sup> floor, Thane Divl. Office, Jeevan Chintamani bldg., E. Exp. Highway, Near R T O, Thane (w). The authorized representatives of the willing firms may remain present at the specified place at specified time & date with appropriate identity proof & authority letter.

CONTRACTOR

  
SR. DIVISIONAL MANAGER



3. Sealed tender containing financial bid is to be submitted in the enclosed format of annexure -A, A-1 along with signed tender document dated 17.03.2025 containing the terms & conditions governing the CSMC tender, Demand Draft for EMD, and self attested copies of PAN card, GST certificate, cancelled cheque.
4. An earnest money deposit [EMD] of Re. 10,000/- be paid by DD in favour of LIC of India, payable at Thane. No interest will be paid on the EMD. Tender without EMD will not be entertained. MSME vendors are exempted from submitting EMD subject to submission of valid copy of the certificate issued by appropriate authority. After submission of tender any request to substitute or modify the tenders received after the prescribed due date & time of submission of the tender will not be considered. In the event of withdrawal of the tender by the vendor during the period of submission of tender and expiry period of tender will result in forfeiture of the vendor's EMD & other penalties if any. EMD of the unsuccessful bidders will be refunded by NEFT immediately after the date of finalizing the tender. EMD of the vendor getting the orders will be refunded by NEFT after submitting the security deposit.
5. The terms & conditions of the CSMC will be as per the annexure - A & tender document dated 07.03.2025.
6. Tender should be valid for a period of three months [90 days] from the date stipulated for the submission. The tender must be clear. All the questions must be answered specifically, failing which the tender may be disqualified. All the pages of the tender document are to be signed by the vendor.
7. Tender with any condition is liable to be rejected.
8. If there is a discrepancy between figures & words, the amount in words shall prevail. No change in rates of CSMC will be allowed during the period of contract.
9. The tender shall be evaluated based upon the total of rates quoted for Comprehensive Service Maintenance Contract for all the CCTV systems including cost of various components that may have to be installed additionally.
10. No advance payment will be made. The payment will be made half yearly by the respective branch office, in case of satellite offices by their parent branches after rendering preventive maintenance service once in six months by producing proper bill with copies of preventive maintenance report. Preventive maintenance service must be given with appropriate duration. Appropriate TDS shall be deducted as per the law during the currency of the contract.
11. Apart from preventive maintenance services, 'n' number of breakdown calls are to be attended free of cost within 24 hours from lodging the complaint failing which may attract suitable penalty which the competent authority may deem fit.
12. Security deposit @ 5% on the total cost of the contract is to be deposited at OS / Thane DO by demand draft payable at Thane within 14 days from the acceptance of the contract. The security deposit will be towards the defect liability period of one year which will not carry any interest.
13. CSMC contract will initially for one year which may be extended further for one or two years on same rates, terms & conditions provided the services found satisfactory.
14. Liquidated Damages:- In case of delayed service whatever reasons / breach of contractual obligations the liquidated damages, without prejudice to the other remedies available, @ 2% of the total cost of the work order per week or part thereof delayed will be recovered from the payment / security deposit.
15. Password reset should be free of cost for n number of times.
16. Payment against the shifting of camera, installation of new camera will be settled depending upon actual components, cables used & against joint measurement of work done.


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17. Force Majeure :- If there is delay in services by the firm in the event of force majeure, the firm will not be held responsible for such delay in imparting the services.
18. If the vendor refuses to accept or refuses to execute the work order after acceptance for whatever reason then vendor is liable to any or all of the following penalties which are binding upon him.
- a. Forfeiture of EMD, security deposit
  - b. Imposition of penalty
  - c. Termination of the contract for default
  - d. Debar / Blacklisting of the firm

L I C of India reserves the right to reject any or all the tenders at any time without assigning any reason whatsoever.

In case of any dispute that may arise in the execution of the contract, the settlement of such dispute will be before the Sole Arbitrator appointed by the LIC of India, Thane Divisional Office.

  
Senior Divisional Manager

Confirmation by the Vendor:-

All the above terms & conditions are accepted.

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Authorized Signatory with Seal of the firm



**FINANCIAL QUOTATION FOR THE CSMC OF CCTV SYSTEMS**

NAME OF THE FIRM:- \_\_\_\_\_

Sr. No.	DESCRIPTION	OFFER / CONFIRMATIONS BY THE FIRM
1	<b>Comprehensive Service Maintenance Contract [ CAMC ] charges per location + GST for following types of CC TV components system.</b> 1) Godrej make 1/3" CCD / CMOS, 2MP IP Network Indoor Dome camera, fixed 3.6 mm varifocal lens, POE Internet Sync, 20 meters, IR range, 20 IR LED or more 2) Godrej Make 1/3" CCD / CMOS, 2MP IP Network Outdoor Bullet camera, 2.8 - 12 mm manual varifocal lens, POE Internet Sync, 25 meters, IR, 30 IR LED 3) Godrej make 8 channel NVR with inbuilt POE, 4 TB HDD, 2 SATA 4) LG Make 20" LED monitor IPD display, 12 volt DC	Comprehensive charges Charges Rs. _____ + GST Rs. in words _____ _____ + GST
2	<b>( comprehensive Service Maintenance Contract )</b> <ul style="list-style-type: none"> <li>Qly preventive maintenance service is must,</li> <li>'n' number of breakdown calls are to be attended free of cost</li> <li>No advance payment of AMC charges, half yearly payment will be made by the Division office.</li> <li>May be renewed for further one or two years with No escalation in rates with same terms &amp; conditions</li> </ul>	
	<b>(B) Which parts are covered under CSMC.</b>	
	<b>( C ) Which parts are not covered under CSMC</b>	
	<b>( D ) What is the cost of spare parts which are not covered under CSMC &amp; which might have to be replaced during the lifetime of the system.</b>	
	<b>(E) Frequency of replacement of such parts which are not covered under CSMC.</b>	

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 AUTHORISED SIGNATORY & SEAL OF THE FIRM

**Annexure – A-1****FINANCIAL QUOTATION FOR THE CHARGES OF DIFFERENT COMPONENTS  
FOR NEW INSTALLATION FOR CCTV SYSTEM**

NAME OF THE FIRM:- \_\_\_\_\_

ITEM	RATES OFFERED INCLUSIVE OF INSTALLATION ETC. & APPLICABLE GST PER UNIT / RUNNING METER
Godrej / Honeywell / Bosch / Hikvision make 1/3" CCD / CMOS, 5MP IP Network Indoor Dome camera, fixed 3.6 mm varifocal lens, POE Internet Sync, 20 meters, IR range, 20 IR LED or more	
Godrej / Honeywell / Bosch / Hikvision make 1/3" CCD / CMOS, 2MP IP Network Outdoor Bullet camera, 2.8 - 12 mm manual varifocal lense, POE Internet Sync, 25 meters, IR, 30 IR LED	
25 mm diameter FRLS conduit with saddles inclusive of labour	
20 mm diameter FRLS conduit with saddles inclusive of labour	
Cat – 6 (UTP) D Link make camera cable inclusive of the labour	
Godrej / Honeywell / Bosch / Hikvision make 8 channel NVR with inbuilt POE, 4 TB HDD, 2 SATA	
Segate / WD / Toshiba make 4 TB Hard disk	
LG/ Acer/ Samsung make 20" LED monitor IPD display, 12 volt DC	
Dlink make 9 U Rack	
UPS Power point	
Warranty for above all items	

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AUTHORISED SIGNATORY & SEAL OF THE FIRM