



LIC OF INDIA, Divisional Office,
Jeevan Jyothi, Next to BDA complex
Behind KSRTC depot
Indiranagar, Bangalore-560038
Ph No. 080-22966820
E-mail: os.bangalore-do2@licindia.com

TENDER DOCUMENT

Ref: BENGALURU DO/ CCTV/1/2016-17 (Dated: 07.11.16)

Last Date for submission- 18.11.2016 at 12.30 hrs
Opening of Tender :18.11.2016 at 15:00 hrs.

(For Supply, Installation, Commissioning, Testing, Training & Maintenance of CCTV Systems at Offices of Life Insurance Corporation of India, Bengaluru-II Division in phases)

NOTICE FOR TENDERS

No	Activity	Details
1	Tender Date	07/11/2016
2	EMD	Rs.25,000/- (Rupees Twenty Five Thousand Only)
3	Tender Fee	Rs.500/- (Five Hundred only)(non refundable)by way of Cash / Demand Draft on any Schedule Bank payable at Bengaluru.
4	Address for submission of bid to be put in Tender Box in OS department.	The Manager (E&OS) Life Insurance Corporation of India, Divisional Office, Jeevan Jyothi Next to BDA complex, Behind ksrtc depot, Indiranagar, Bengaluru – 560038. Karnataka State.
5	Submission of Bids Date and Time	Bidders fulfilling the eligibility conditions of CCTV System Supply as per Technical Specifications mentioned in the Tender should submit technical Bid , financial bids and DDs towards EMD & tender Fee in separate sealed covers (Three covers) superscribed as “Technical Bid” & “Financial Bid & EMD and Tender Fees” put together in a large sealed cover superscribed as “Tender for the Supply, Installation, Commissioning, Testing, Training and Maintenance of CCTV System, Tender Ref. No: BENGALURU DO/ CCTV/1/2016-17 ” by 18.11.2016 at 12.30 hours at the above address
6	Pre bid Meeting	Will be held on 12.11.2016 Venue: Divisional Office, Bengaluru-II. Only one representative per bidder will be allowed to attend the meeting & the name of the attendees will have to be informed to the officials mentioned in column 9 at least one day prior to meeting. The representative attending the meeting will have to bring the ID proof & authorization letters at the time of meeting for verification .Last date for receiving pre-bid meeting queries is 11.11.2016 either in writing or through mail at os.bangalore-do2@licindia.com .
7	Technical Bid Opening Date/ Venue	The sealed covers having Technical Bids & EMD/Tender Fee will be opened by the tender opening committee on 18.11.2016 at 15:00 Hours in the presence of bidders or one of their representatives who choose to attend. Venue as in the address above.
8	Financial Bid	The Financial Bid will be opened on a later date which will be intimated separately to technically qualified bidders only.
9	Contact Details	Name : Sri A.Sarada, Mgr(E&OS) / Sri S.Dathathreya KN, A.O. Telephone No. 080-22966820 E mail Id : os.bangalore-do2@licindia.com
10	Official Website(URL)	http://www.licindia.in/tender_notice.htm (supply of CC TV for Bengaluru-II Division)

Re: Tender for CCTV Systems

Sealed Tenders are invited for Supply, Installation, Commissioning, Testing, Training and Maintenance of CCTV Systems under two bid system to be installed in various offices under Bengaluru-II D.O. in phases for branches situated in Bengaluru-II D.O area. The bid contains three parts:

1. Technical Bid
2. Financial Bid
3. DDs towards EMD & Tender Fees

1. GENERAL QUALIFICATIONS

- i. This tender document is opened to all Indian Firms / Companies who are eligible to do business in India under relevant Indian Laws as in force at the time of bidding.
- ii. Firm/Company declared by Central Governments / State Governments/ Public Sectors to be ineligible to participate on account of corrupt, fraudulent or any other unethical business practice shall not be eligible during the period for which such ineligibility is declared. Simultaneously the companies blacklisted by any such Government Department/established Institutions shall also be ineligible for the tender.
- iii. The tenderer must be a 9001: 2008 certified company.

2. MINIMUM ELIGIBILITY CRITERIA

The preliminary evaluation will be done on the following parameters and offers from firms not conforming to any of these parameters will be rejected.

Financial & Technical Parameters:

Sr.No	Parameters	Remarks
1	Average Sales Volume of the firm in the last 3 years	The firms should have average annual sales turnover of Rs.20 lacs or above during each of the last 3 financial years. (2015-16;2014-15; 2013-14) (Financial Balance Sheets to be enclosed duly attested by Chartered Accountant)
2	Works executed in the last 3 years.	<u>The bidding Firm / Company must have supplied CCTV Systems to at least three Government Departments/ P.S.U. Cos /Large Institutions/Corporate firms in the last 3 years.</u> (The copies of Purchase Orders/ Satisfactory Working Certificate are required to be enclosed with the Technical Bid.
3	No. of years in CCTV business	Minimum 3 years in the CCTV business required. Documentary evidence i.e. Certificate of Incorporation & Memorandum of Article are required to be enclosed
4	Own Office & Service Centre in Divisional Headquarters of LIC	The Firm should have its own office and service centre functioning in our Divisional Headquarter i.e.Bengaluru-II D.O. List of offices along with address and phone numbers of service centres to be provided with tender.*

- * If the tenderer is not having their office(s) at our Divisional headquarters, should submit a detailed report along with the tender as to how the tenderer will be able to cater to the remote branches of our Division within the stipulated period to the satisfaction of LIC.

3. TWO BID SYSTEM OFFER

The offer will be in three parts; **Technical, Financial and EMD /Tender Fees**

A) The **Envelope** containing Technical bid super scribed with the wording “**Technical Bid for Supply of CCTV System, Tender Ref No :Bengaluru-II-DO/ CCTV/1/2016-17**” should not contain any price information **and should comprise of following in the below mentioned order:**

- i) Technical Bid in the prescribed format (**Annexure-A**) duly signed by authorised person with rubber stamp of the firm indicating whether the equipment is as per the specifications in the tender enquiry and other requirements as asked with reference to **Annexure ‘B’ , Annexure B1(NVR) , Annexure B2 (NVR) .**
- ii) Compliance of Technical Specifications as per **Annexure ‘B’ , Annexure B1(NVR) , Annexure B2 (NVR) .**
- iii) Duly signed Terms & Conditions as per **Annexure ‘C’.**
- iv) Supplier’s profile in **Annexure ‘E’.**
- v) CE, FCC and any other standard certificate in the field.
- vi) Documentation (Product Brochures, leaflets, manuals etc.)
- vii) List of Addresses of Offices and service centres of tenderer /OEM in our Divisional Headquarters.
- viii) Certificate of Incorporation & Memorandum of Article of the Company are required to be enclosed.
- ix) An undertaking to the Corporation on the Supplier’s letterhead as per **Annexure ‘G’.**
- x) List of Clients as per **Annexure ‘H’** along with Copies of Purchase Orders / Satisfactory Working Certificate from at least three Govt./PSUs/Large Institutions/Corporate House in last 3 years.
- xi) Financial Balance Sheets of last three fin. Years 2015-16; 2014-15 & 2013-14 , to be enclosed duly attested by Chartered Accountant.
- xii) Documentary evidences confirming Registration with Sales Tax, Service Tax and ESI & EPF or any other statutory obligation required to be complied with by the tenderer.
- xiii) An undertaking from the OEM in **Annexure ‘I’** stating that The CCTV System including all components delivered to the Corporation will be brand new. The supplier should also guarantee that all the software / components supplied by the supplier is licensed and legally obtained and that the spares for the products offered should be available for after sales service for at least 6 years.
- xiv) Copy of document of authorization from manufacturer to Indian dealer and from Indian dealer to supplier.
- xv) An undertaking/ declaration on a Stamp Paper of Rs.100.00 that tenderer shall honour the warranty commitments independent of the continuation of the tenderer’s partnership

with the OEM.

xvi) An Undertaking/declaration to be submitted on Tenderer's letter head that All parts of CCTV system including Hard Disk are covered under Comprehensive AMC.

xvii) NEFT/RTGS Details of the tenderer.

xviii) Letter of Authorization from the Company for the Authorized signatory who will sign the Technical & Financial Bids.

B) The envelope No.2 super scribed with the wording "Financial Bid for Supply of CCTV System, Tender Ref No:**Bengaluru-II-DO/ CCTV/1/2016-17** should contain only Financial bid as per **Annexure 'D'(FINANCIAL BID NVR) & Annexure 'D-1 (FINANCILA BID DVR)**". It must give all the relevant price information, (both in figures & words). This should cover every work and material related to the job and training of Division & Branch Functionaries in Handling and Operating of CCTV system. For calculation of comparative costs, total cost of CCTV systems, cost of Comprehensive AMC for 5 years at all locations will be taken into account. All quotations are to be inclusive of all applicable taxes.

The financial offer should not contradict the technical offer in any manner. The price schedule must be filled in completely without any error, cutting or alterations in rates (both in figures & words). The Financial bid of only those Tenderers who will qualify in Technical bid will be opened.

C)Envelope No.3 - Earnest Money Deposit of **Rs.25000/- (Rs. Twenty Five Thousand Only)** and Tender fee in the form of a demand draft / pay order issued by a scheduled commercial bank **favouring LIC of India, payable at Bengaluru. MSME Firms with NSIC Registration and with exemption Certificate from Govt. of India or Govt. of Karnataka are exempted from EMD on submission of such certificates.** This envelope should also be clearly superscribed as "EMD/Tender Fee".

If the tender document is downloaded from the website, tender Fee in form of Demand Draft favoring Life Insurance Corporation of India for Rs.500/- (Rs.Five Hundred only) payable at Bengaluru / cash receipt paid at LIC DO-II cash counter should also be placed in the EMD envelope.

The Technical Bid Envelope Financial Bid Envelope and EMD/Tender fee envelope prepared as above are to be kept in a **single sealed envelope** super scribed with the wording " **Tender for the Supply, Installation, Commissioning, Testing, Training and Maintenance of CCTV System, Tender Ref No:Bengaluru-II-DO/ CCTV/1/2016-17.**

No tender documents will be considered unless & until all the documents are properly signed & stamped and all corrections must also be signed by the bidder.

The envelope should also indicate Name, Address, Phone No, Fax No. & Email , Address of the Bidder.

- 4) **EVALUATION OF BIDS:-** An Evaluation Committee will evaluate the bids of all the bidders.
- a) To evaluate the Technical Bid the committee constituted by the Corporation shall examine the documents enlisted in the qualification & specification of the tender. The Corporation may also seek technical presentation or any other mode of evaluation as desired by the Corporation.
 - b) The Financial Bids of those Bidders who are technically qualified by the committee after the successful demonstration of their CCTV Systems will only be opened.

5) **CRITERIA OF DISQUALIFICATION**

The Corporation may adopt such criteria for disqualification of a bidder as it may consider appropriate. Such Criteria may include without limitations of the following:-

- a) Failure of any Bidder (s) to provide all of the information / documents required in the bid proposal or any additional information / documents as sought by the Corporation including supporting documents.
- b) Non receipt of Bid proposal on or before due date and time
- c) Misrepresentation in the Bid proposal
- d) Non Payment of Tender Fee
- e) **Non Payment of Earnest Money Deposit (except MSMEs with exemption certificate).**
- f) Incomplete or conditional Bid
- g) Use of unfair means /misrepresentation
- h) Bid found in unsealed envelope, unsigned bids, bids signed by unauthorized person and any unconfirmed material alteration.
- i) Technical Bids containing any price information.
- j) Tenderer will not be allowed to quote on behalf of more than one manufacturer. If tenderer quotes rates for more than one OEM, their total tender will be rejected.
- k) Conditional/Subject to tender is liable to be rejected.

6) **ACCEPTANCE OF BIDS**

The Corporation reserves the right to accept the lowest or any bid and

- a) Reject any or all bids with / without assigning any reason.
- b) Accept / Prefer any bid or bidder without assigning any reason.

7) **CROSS CHECKING**

The Corporation shall have the right to contact and verify bidder's information, references and data submitted in the bid proposal without further reference to the bidder.

8) **EARNEST MONEY REFUND**

- a) The EMD to the Bidder(s), who fails to qualify for the Financial Bid, will be returned through the NEFT/RTGS mode without any interest within 30 days from the date of their disqualification in the technical bid of the tender.
- b) The EMD of the bidder (s) who qualify(s) for the Financial Bid, but do not get the order for the project will be returned through the NEFT/RTGS mode without any interest within 30 days from the date of finalization of the tender.
- c) **The EMD of the Tenderer/s getting the order will be adjusted against Security Deposit on their request** or will be returned through the NEFT/RTGS mode without any interest within 30 days on submission of Security Deposit/Bank Guarantee in favour of the Corporation.

9) **SECURITY DEPOSIT**

The Tenderer whose tender would be approved will have to **submit security deposit equivalent to 10% of the total order value/contracted value** with the Divisional Office within 15 days from the date of placing order or date of start of supply whichever is earlier by way of Demand Draft favouring Life Insurance Corporation of India payable at Bengaluru or alternatively a Bank Guarantee of a Scheduled Bank can

also be submitted. Bank Guarantee should be valid up to expiry of warranty period or one complete year from the date of issue of Bank Guarantee whichever is later with a further claim period of six months. Bank Guarantee in the format given by us should be sent to Manager (E&OS), LIC of India, Divisional Office, Bengaluru-II D.O directly by the issuing bank and not through the tenderer himself. **The amount of Security Deposit will be refunded without interest within 30 days after the warranty period is over.**

10) FORFEITURE OF EMD

a). Earnest Money Deposit (E.M.D) will be forfeited in case the tenderer refuses to execute the order, either in full or part, if placed at their quoted/agreed rates. In that event LIC may decide to debar/blacklist the concerned Supplier and the decisions will be final and binding on all concerned.

b). Once the tender is submitted, no tenderer will be allowed to withdraw the tender. Even if, any tenderer withdraws the tender, E.M.D. of that tenderer will be forfeited in full.

c). Any error on the part of the tenderer while quoting the rates will not be accepted as an excuse for refusal to execute the order for any or all items, if order is placed on the basis of the quoted rates. For refusal of the order, the E.M.D. of the tenderer will be forfeited in full.

11) PRODUCT SPECIFICATIONS

a) Tenderer will have to essentially mention the name of the Company whose product is to be supplied and the country of origin of the product along with the technical specifications. They will also have to submit certificate in respect of the country of origin. Tenderer should quote on behalf of only one manufacturer for the entire CCTV System i.e. DVR and Cameras should be of same OEM . If tenderer quotes for more than one OEM, their total tender will be rejected.

b) Tenderer should clearly specify the exact make & model of the product to be supplied in the technical bid. In no case change in make & model will be allowed after submission of bid. In case make & model is not clearly stated in the Technical Bid, the respective bid is liable to be rejected. Models quoted as “XXX” or “YYY” will not be accepted.

c) If, after the supply, it is discovered that the equipment supplied do not conform to the specifications, such equipment may be rejected at the supplier’s cost who will have to supply the equipment exactly according to specifications. In the event of noncompliance with this condition, the Corporation shall be at liberty to take such action as it may deem fit. In addition to penalty clause, such additional cost as may be incurred by the supplier in replenishing it with supplies from other sources will be borne by the supplier himself. Equipments rejected after receipt will have to be taken back by the Supplier at their own risk and cost.

12) TRAINING

Qualified Bidder will provide free of cost training to the Corporation officials for a period of one day in each branch of the Corporation where the CCTV systems would be installed.

13) **PRICE COMPOSITION**

The price to be quoted in Financial Bid should be only in Indian rupees and inclusive of following:

- a) Cost of the ‘CCTV System’ with accessories, etc F.O.R. destination.
- b) The price shall be inclusive of all taxes including duties, octroi, VAT, levies and service tax as applicable.
- c) Installation and commissioning charges, if any.
- d) Cost of training to be imparted.
- e) One year comprehensive on site warranty maintenance covering all parts, service, and visits to the site.
- f) **Post warranty comprehensive AMC for 4 years after expiry of one year or warranty period whichever is later covering the entire CCTV System encompassing all software/hardware items, accessories, spares and consumables. The rates for Comprehensive Maintenance would be subject to terms & conditions mentioned in Clause 18(XX).**
- g) The payment of cabling will be on the basis of actual measurement used at each location.
- h) **Rates quoted should be valid for 1 year from the date of finalisation of Rates/ Issuance of approval letter. Within the validity period of one year , the Vendor is supposed to consider for supply of approved products on the same approved rate in case of further requirements intimated by LIC of India, Bengaluru-II Divisional Office.**
- i) **All the above compositions taken together will be the basis for deciding L1 bidder.**

14) **NO PRICE VARIATIONS**

The Financial Bid shall be on a fixed price basis. No upward revision in the price will be considered on account of subsequent increase in foreign exchange, customs duty, excise tax, sales tax, etc. However, if there is any reduction in government levies/taxes, during the offer validity period, the same shall be passed on to the Corporation.

15) **DELIVERY, INSTALLATION, COMMISSIONING & TESTING**

- a) CCTV Systems will be supplied by the tenderer at our offices **within 15 days** from the date of placing the order and installation must be completed **within next 15 days** from the date of supply /delivery.
- b) Tenderer must arrange to obtain Entry Permits, Road Permits and Certificates that might be required, from all concerned local/other authorities for final delivery and should not look to Corporation to obtain such entry permits. Delay arising in the final delivery because of delay in obtaining such permits and certificates for whatsoever reasons will also attract penalty as defined under Liquidated Damages of the tender. Custom duty, if imported has to be borne by the tenderer himself. Further charges that may become payable towards demurrage or

similar expenses will be borne by the tenderer or will be deducted from the bill.

c) The Successful bidder shall comply with all Local, State & Central Govt Rules, Regulations, Ordinances, Codes & Law relating to the work or the conduct thereof.

d)The tenderer shall be solely responsible for any damages arising during transit. Any damages arising on delivery or while installing the CCTV System for whatsoever reasons should be made good forthwith by the tenderer. If required, the tenderer must take a separate Transit Insurance Policy jointly in the name of the tenderer and L.I.C. of India covering the cost of the CCTV systems to be supplied to us after our firm order is placed and submits the Policy document to us, before the actual dispatch of the equipments to the designated locations. The tenderer himself has to bear the cost of the transit insurance policy and no reimbursement whatsoever will be made by the Corporation towards the cost of the policy.

e)The tenderer has to acknowledge that he has made himself fully acquainted with all the conditions & circumstances under which Supply, Installation, Testing, Commissioning & Maintenance required under the contract will have to be made or furnished & with all the terms, clauses, conditions, specifications & other details of the contract & the bidder shall not plead ignorance of any of those as excuse in case of complaint against or an rejection of supplies tendered by him or with a view either of asking for enhancement of any rates agreed to the contract or evading any of his obligations under the contract.

f)The Corporation reserves the right to add/delete any point not exclusively mentioned in the bid document but found necessary for incorporation at any time during the period of Technical discussion before placement of order. The same shall be considered a part of tender and shall be mandatory and binding on the Vendor.

16) INSPECTION/TEST OF EQUIPMENTS/SYSTEM.

a) The Pre-delivery & Post-delivery inspections may be carried out by the officials authorized by LIC .

b)The Inspection may be carried out at destination or a place specified by LIC on getting inspection call from the tenderer.

c) The tenderer shall not be paid for supplies rejected.

d)Tenderer shall neither claim nor be entitled to payment for any damage that rejected supplies may suffer from any harm whatsoever incidental to a full & proper examination & test of such supplies.

e) LIC shall not be under any liability what so ever for rejected items & the same will be at the tenderer's risk.

f) Rejected Supplies shall be removed by the tenderer at his own expenses within 10 days after notice has been issued to him of such rejection.

17) LIQUIDATED DAMAGES

a)In the event of delayed delivery / installation of CCTV Systems after the stipulated period, the tenderer shall be liable to pay liquidated damages at a percentage of the total order value subject to minimum of Rs. 5000.00 and maximum of 3% as detailed below: @ 1% for the first week ; @ 2% for the second week ; and @ 3% for the third week & above.

For calculating the delay as above, part of the week will be considered as full week. Delay in the delivery obligations may also attract any or all of the following action in addition to the above:

- i) Forfeiture of Bank Guarantee
- ii) Imposition of Penalty
- iii) Termination of Contract.
- iv) Blacklisting of Firm

b)The liquidated damages as mentioned above may not be enforced if the contractor applies for extension of time mentioning the reasons for such extension subject to approval by the Corporation. Corporation may grant such extension, in case it is found that the contractor is not at fault for extending the work beyond the stipulated date of completion. The decision of the Corporation will be final in this regard.

18) WARRANTY & MAINTENANCE CLAUSE

i) All products will stand for minimum one year on site all comprehensive warranty against all manufacturing defects including **Hard Disk of DVR**. During the warranty period the Tenderer shall have to provide quarterly preventive service calls and shall have to attend to all break-down calls within 24 hours free of cost up to the expiry of warranty period.

ii) Tenderer has to provide **Comprehensive AMC for Five years after the expiry of warranty period**. One service in each quarter has to be provided in addition to breakdown/complaint call.

iii)The repair/maintenance will be carried out by the tenderer at the site of installation of the equipments and satisfactory certificate will be obtained on the Service report from the office. If the repairs have to be carried out at the tenderer's workshop/factory, the Corporation will allow the necessary parts to be removed and taken by the Tenderer.

iv) Successful tenderer should produce an unconditional Security Deposit or Performance Bank Guarantee from a Scheduled Bank equal to 10% of the total cost of order which will remain with us till the expiry of the AMC Period of 5 years post warranty period.

During the period of the contract including AMC period, tenderer should attend to all repairs/defects/replacement of major/minor spare parts free of cost. In case of failure on the part of the supplier to attend all the defects within a reasonable period, the Corporation on its own will get the defects rectified through another agency at the risk and cost of supplier and repairs rectified through another agency, in such circumstances will not affect the liabilities of the supplier on the warranty for its remaining period nor it will affect the supplier's liabilities on the stipulated post-warranty Annual Maintenance Contracts.

v)The AMC charges will be paid at the end of every quarter by the Divisional Office for all the locations under it on submission of a satisfactory service report duly signed by the location in charge or authorized official.

vi) The tenderer must be having their service centers at our Divisional Headquarter i.e. Bengaluru-II. The name of engineer along with the address and phone numbers of service centres should be provided with the tender.

vii) Any problem arising in functioning of CCTV system, shall be rectified by the service engineer as per schedule mentioned hereunder:

- Local branch office at Divisional H.Q./ Divisional office (Bengaluru-II-): within 24 hrs from time of lodgement of complaint.
- Outstation branch office : within 48 hrs excluding journey period.

The time which will be treated as the time of lodgement of the complaint will be the 1st Call on mobile or the time of 1st e-mail sent to the service centre in this regard. In case of failure in providing service within the above time frame, Corporation has the discretion/reserves the right to impose penalty as mentioned hereunder:

- **1-7 days excluding date of lodgement of complaint** : **Rs. 100/= per day**
 - **From 8th day to 30 days** : **Rs. 250/= per day**
 - **More than 30 days** : **Rs. 350/= per day**

viii) The penalty amount will be recovered from the AMC payment/Performance Bank Guarantee/ **Security Deposit** lying with us. Complaint(s) will be deemed to be resolved only on the availability of the Customer Call Report (CCR) signed by both the service engineer and Corporation's authorized official, confirming that the complaint is resolved. Date and time of resolution of the complaint shall be indicated clearly.

ix) Warranty Period of all parts of CCTV system including wiring and hard disk are to be mentioned separately in the Technical Bid.

x) Penalty of 0.4% of the cost of the equipment will be charged every quarter, if the Preventive Maintenance is not done by tenderer. Penalty for Preventive Maintenance not done will not be charged for the quarter in which the machine has been delivered/ installed.

xi) The penalty will be recovered from the AMC payment/ Performance Bank Guarantee lying with the Corporation. However, if the failure to carry out the Preventive Maintenance was because LIC could not make the systems available, this penalty will be waived. A certificate to this effect should be obtained from the Corporation's authorized Officials.

xii) If the damage to the CCTV System is due to the power fluctuations or physical damage due to mishandling by LIC personnel or the damage by external factors, LIC would bear the cost of the parts damaged but the onus of proving this will be on the Tenderer. However, the tenderer will be required to provide immediate system/solution as standby with same configuration or higher and with all services restored as if it is a normal breakdown.

xiii) In case of Partial/Full damage or loss of the equipment due to reasons beyond the control of LIC, like Theft, Fire etc, the tenderer should be in a position to supply working standby equipment with same configuration or higher with all services restored, as if it is a normal breakdown.

xiv) Whenever any equipment is taken out of an LIC site for repair the same piece has to be returned after repair unless it is declared to be irreparably damaged. When any CCTV equipment is taken out of any LIC Office for repair, such shifting should be done with the prior permission of the In charge of the concerned office, as the case may be, and the tenderer shall make all arrangements for removal of the equipment, its transportation to the workshop and back to LIC's site and its re installation. Transit Insurance of such equipment also has to be arranged by the Tenderer and all expenses for the above shall be borne by the tenderer. The Tenderer shall hand over the systems in 100% working condition after repair/maintenance/rectification. Thereafter, the Tenderer shall reinstall the same machine after repair unless it is declared to be irreparable.

xv) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which is compatible with the system.

xvi) Wherever any system has to be shifted from one LIC location to another, the tenderer is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of re installation.

xvii) Service Engineers/ Representatives of tenderer shall invariably carry their identity cards with them, without which they will not be allowed to access the Systems.

xviii) If, during the warranty period, any equipment has a hardware failure on four or more occasions in a quarter, it shall be replaced by equivalent new equipment by the tenderer at no cost to the LIC of India within 45 days from the date of last failure. The warranty for the replaced equipment will start afresh. However, till the replacement, the original equipment has to be kept in running condition or else a standby provided and all services restored. However, penalties for breakdown as defined in the tender will be applicable.

xix) However extension of warranty/replacement of equipment will not be applicable if the breakdown is due to reasons not attributable to the tenderer. However, the onus of proving the same would be on the tenderer.

xx) If the systems' defect is attributable to mishandling, negligence, damage due to rodents, high neutral to earth voltage or operation by unauthorized staff, the tenderer will not be liable to repair the same under the contract. The tenderer under such circumstances shall charge extra for spare & service rendered.

xxi) If any attempt is made to carry out repairs by any unauthorized person, the tenderer will not be liable for the repair and shall charge extra for required spares & services rendered.

19) CABLING

The cables required for the installation of the equipment will be provided by the tenderer as per the specifications provided in Annexure "B". The payment of cabling will be on the basis of actual measurement used at each location.

20) FORCE MAJEURE CLAUSE :

a) The tenderer shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the tenderer, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities.

b) In case a Force Majeure situation arises, the tenderer shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days and prove that such is beyond the control and affect the implementation of the agreement.

c) Unless otherwise directed by LIC of India in writing, the tenderer shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.

21) CERTIFICATION

The tenderer should quote for Models of the OEM who has **CE, FCC & OTHER standard certifications valid in the field**. The Tenderer should submit a duly attested copy of these certifications from a gazetted officer with the Technical Bid.

22) PAYMENTS

a) No interim payment will be made on the delivery of the CCTV equipments.

b) Full and final payment shall only be made at the Divisional headquarter after successful installation, commissioning, testing and training of personnel about CCTV operations at all the locations under Bengaluru-II Division subject to deduction of

TDS etc as per rules.

23) TERMINATION OF CONTRACT

The Corporation reserves the right to terminate/cancel the whole or part of the agreement at their sole discretion after giving one month's notice to the service provider. If the contract is terminated by the service provider, it would be liable for penalty which would be equivalent to 10% of the contractual amount of the unexpired period of maintenance contract.

24) LIMITATION OF LIABILITY

Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/tenderer to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

25) DISPUTES

In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability the same will be referred to an arbitrator mutually appointed by both the parties, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitration and Conciliation Act 1996. The venue of arbitration shall be Bengaluru. Subject here to the court in Bengaluru shall have exclusive jurisdiction to the exclusion of all other courts.

Notwithstanding the above, the decision of LIC of India shall be final and binding on the Tenderer.

26) VALIDITY OF CONTRACT

The rates should be valid for one year from the date of contract between the Corporation and the successful bidder/s.

All Tenderers will submit the bids only if they agree to all the terms and conditions mentioned in the tender document and subsequent modifications, if any. Any other requests for the change in the specifications of hardware, terms and conditions of the tender document, will not be accepted.

The tenderer must sign each page of terms and conditions enclosed herewith as confirmation of acceptance of our terms and conditions.

The successful bidder will have to enter into a separate agreement on a stamp paper of requisite value with LIC of India accepting the terms and conditions laid down in the tender document.

“Technical Bid” in full conformity with the aforesaid conditions and with Annexures as per clause 3(A)(I to XVIII) of the tender document attached hereto in ONE SEALED COVER and “Financial Bid” as per Annexure ‘D’ & “D-1” in **second** sealed cover, EMD and TENDER FEE in **third** sealed envelopes(to be super scribed as Tender fee and EMD) and all THREE kept in BIG SINGLE SEALED COVER super scribed as “**Tender for the Supply,**

Installation, Commissioning, Testing, Training and Maintenance of CCTV System,
Tender Ref No:Bengaluru-II- DO/ CCTV/1/2016-17 ” and addressed to :

**The Manager (E&OS)
Life Insurance Corporation of India,
Divisional Office -II, Jeevan Jyothi,
Next to BDA Complex, Off BTS Bus Depot
Indiranagar , Bengaluru-560038.
Karnataka State.**

and should be dropped in the Tender Box at the aforesaid address kept specifically for this purpose latest by 18.11.2016 by 12.30 hours.

L.I.C. of India reserves its right to cancel this order and/or re-tender **with revised specifications and Terms and Conditions** in case of non-qualification of any tenderer as per Technical Bids without assigning any reasons.

It may be noted that participation of the Bidder in this Tender itself will be construed as acceptance of all the terms and conditions mentioned in this tender document and subsequent modifications to this tender, if any by the tenderer.

SR. DIVISIONAL MANAGER

Encl : 1) Proforma Tender form Annexure ‘A’ for Technical Bid.

2) Technical Specifications : Annexure ‘B’ for HD CAMERA/DVR
And Annexures B1 & B2 for IP Camera/NVR

3) General Terms & Conditions :Annexure ‘C’

4) Financial Bid : Annexure ‘D’ & ‘D-1’

5) Suppliers’ Profile: Annexure ‘E’

6) List of Locations : Annexure ‘F’

I/We have read and examined the Notice Inviting Tender, Annexures, Specifications Applicable, General Rules and Instructions, General Conditions of Contract, and all other documents referred to in the conditions of contract and all other contents in the tender document for the work and accept the terms and conditions of the tender in full conformity.

Date :

Place :

SEAL & SIGNATURE OF THE VENDOR

**ANNEXURE 'A' - TECHNICAL BID FOR CC TV
(To be submitted on tenderer's Letter-Head)**

SL.NO.	GENERAL REQUIREMENTS	TENDERER'S RESPONSE
1.	Name of the OEM / Manufacturing firm of the CCTV System	
2.	Whether the letter of the OEM authorizing the tenderer to quote on behalf of them is enclosed ?	
3.	Whether the letter of the firm confirming the validity of rates during the period of supply is enclosed?	
4.	Whether certified copy of Registration confirming that the tenderer is in the business for last 3 years is enclosed?	
5.	Whether the order copies for having executed such order/s earlier by the tenderer in any one of the preceding 3 Financial Years are enclosed?	
6.	Whether the list of clients of the tenderer is enclosed?	
7.	Whether the firm has in house facility for maintenance and testing of the equipment as per specifications?	
8.	Whether the firm has its service center in Shivamogga ?	
9.	Indicate the maximum number of persons who can be trained and the maximum no. of days, training can be given.	
10.	Whether the CCTV equipment for which the rates are quoted in Financial Bid is strictly as per specifications given in annexure "B"?	
12.	Indicate if comprehensive AMC up to 5 years will be undertaken.	
13	Whether all enclosures are called in Tender Form as in	

I/We have read and examined the Notice Inviting Tender, Annexures, Specifications Applicable, General Rules and Instructions, General Conditions of Contract, and all other documents referred to in the conditions of contract and all other contents in the tender document for the work and accept the terms and conditions of the tender in full conformity.

Date:

Place:

Seal & Signature of the Vendor

ANNEXURE “B”

TECHNICAL SPECIFICATIONS FOR CC TV SYSTEM

1. 8/4 Channel Video Recorder Specifications:

System	Digital Video Recording with 8 / 4TB (2 HDD supportable). Supply, installation, testing and commissioning of 8/4 Channel Digital Video Recorder providing with of internal 4/2 TB HDD for storage of 90 days (DVR should be 4/2 HDD supportable to interface 4/2 Hard Discs of 2 TB each) recording with Resolution: 1024X768 PAL Digital Zoom of 6 times, having a feature of WAVELET Compression having 1 alarm inputs and 4 relay ops connectivity of at least 2 Monitors: ON-A multiscreen / spot/ alarm. Remote Operation via the Control Center having 16/8 audio supportable ports. Intuitive User Interface Recording for 800 fps, feature of: 1. Motion detection. 2. All Video recording shall have an encrypted code embedded in then that allows video authentication connectivity with CD Writer available and remote Surveillance Software for remote viewing. With latest advanced version. (Samsung/ Honeywell) UL/CE/FCC/MIC.(any three). NOTE: Rate to include 4/2TB HDD -1 No in the DVR.
POWER SUPPLY For camera	SMPS Power supply unit 12 volts DC 10 Amps.suitable to quantity of Camera /channels /Port required /mentioned
Monitor	20” to 22” LED Monitor for Branch. Make: Samsung/ Honeywell
Video Cables	RG-59,6 Coaxial Cable In Pvc pipe. Make: Havels/Legard/Finolex etc. PVC Pipe make: Crown/BEC/AKG/Precision (medium gauge)
Power Cable	2 Core copper 1.00 sq.mm. In pvc pipe (medium gauge). Make: Havels/Legrand/Finolex etc.
Video Recorder	Mike for voice recording.
CAT-6 Cable	D-LINK

2. Varifocal Mounted IR Colour Camera (box/bullet type for out door):

- 1/3 “ Sony Super HAD CCD
 - True Day/Night Function IR Colour Box type camera
 - Resolution 1 to 1.3 Mega Pixel
 - Varifocal Lens from **2.8 to 12 mm. or advanced**
 - **25-30Mtrs** IR Illumination distance.
 - High Sensitivity (Zero Lux with IR) and with noise reduction technology
 - Weather tight outdoor operation (IP66)
 - Privacy Zone
 - Environmental Capability with a Wide Operating temperature
 - Power DC 12 V With latest advanced version.
- Make: (Samsung/Panasonic/ Honeywell)
Certificate: UL/CE/FCC/MIC.(any three)
Camera system consists connector box etc

3. Varifocal IR Dome Colour Camera:

Supply, installation, testing and commissioning of
*1/3- inch 0 Lux Format High Resolution CCD Imager IR Colour Dome Camera
* with **2.8 to 12 mm** integral Varifocal Lens for wide angle standard view,
* Back Light Compensation, advanced DSP, Horizontal resolution 1 to 1.3 Mega Pixel,
* 30 Mtrs range, suitable for operation on 12 volt DC power supply.
* to be all complete with ceiling mounting bracket.
Make: (Samsung/Panasonic/ Honeywell)
Certificate: UL/CE/FCC/MIC. (any three)
With latest advanced version.

I/We have read and understood all the technical specifications as mentioned above in the Annexure 'B'.

Date:

Place:

Seal & Signature of the Vendor

ANNEXURE 'C'

Tender Ref. No : Bengaluru-II-DO/ CCTV/1/2016-17 dated 07.11.2016

GENERAL TERMS AND CONDITIONS

The tender form should be completed and sent so as to reach our office on or before the last date. Quotation not received within the stipulated time & date will be summarily rejected.

1. Please note the description and specification of equipment/machine as in Annexure 'B' and your offer should be in accordance with the same.
2. The Corporation reserves the right to accept any quotation in full or part. This does not necessarily mean that the lowest quotation will be accepted.
3. The Tenderer shall remove all debris etc. wash and clean the floors at their own cost and hand over the site in proper manner on completion of the work.
4. The Tenderer shall make adequate arrangement for Watch and Ward of his materials and shall ensure safety, breakage and any theft of materials fixed or unfixed by them.
5. The work executed should be got approved from the Corporation and the Tenderer shall rectify any bad workmanship pointed out at any stage and remove from site all the rejected materials immediately.
6. The Tenderer shall be responsible for application of labour laws, compensation for injury and accident to person, whether employed by them or by their sub-contractor(s).
7. The Tenderer shall ensure that no damage is caused to Corporation's property/ or any decorative structure/fittings, while carrying out the work. The Tenderer will have to rectify / make good such damages at their cost.
8. The Tenderer shall ensure that the workmen employed by them for execution of the work are suitably covered against Workmens' Compensation Act, ESI and other legislative enactments applicable for such works and the Corporation shall not be liable for payment of any compensation etc., in this regard.
10. No alterations in quality of the items indented or in the period of execution or enhancement in the rate of articles shall be allowed unless previously ratified by the Corporation in writing.

Reduction or addition in the Order by the Corporation will be at the discretion of the Corporation. However, these changes will be notified to the suppliers within 15 days of Order/delivery schedule.

11. The work shall be carried out as per Corporation's instructions and the work which creates noise/ disturbances are to be carried out during non office hours and no extra payment shall be made on this account.
12. The Tenderer shall give due notice to the Corporation to check the measurements of any work, which is likely to be hidden before covering the same.
13. Statutory deductions like income tax and other applicable taxes shall be deducted at source from each payment of the Tenderer.
14. In case the delay in completion of the work is from the Corporation's side, Corporation will grant extension of time for completion of the work and the Tenderer shall not make any claim for compensation or damages in relation thereof.
15. The Corporation is not bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever and/or re-tender with revised specifications and terms and conditions. **Conditional / 'Subject to' tenders are liable to be rejected.**

I/We have read and examined the Notice Inviting Tender, Annexures, Specifications applicable, General Rules and Instructions, General Conditions of Contract, and all other documents referred to in the conditions of contract and all other contents in the tender document for the work and accept the terms and conditions of the tender in full conformity.

Date :

Place :

SEAL & SIGNATURE OF THE VENDOR

ANNEXURE 'E'

Tender Reference No : Bengaluru-II-DO/ CCTV/1/2016-17 dated 07.11.2016

SUPPLIER'S PROFILE

1. Name of the Organization and Address:
2. Year of Establishment:
3. Status of the firm:
Whether Pvt. Ltd. company / Public Ltd. company/ Partnership Firm / Proprietorship Firm
4. Name of the Chairman/Managing Director/CEO/Country Head (as the case may be):
5. Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose Registration Certificate copy.
6. Name and address of Bankers :
7. Turnover of the Company/Firm in:
2012-13:
2013-14:
2014-15:
8. Please attach a copy of audited Balance Sheet and Profit & Loss Account for the Years 2012-13, 2013-14, 2014-15.
9. Whether registered for sales tax purposes. If so, mention number and date. Also furnish copies of sales tax clearance certificate.
10. Whether an assessee of Income Tax. If so, mention Permanent Account Number.
11. Is the Company/Firm a manufacturer of **CCTV SYSTEM** System? If yes,
 1. Give the Name of the country where manufacturing unit is located.
 2. Mention the address and phone number of the company's Bengaluru office below:
 3. Give the date of opening of Bengaluru Office.
12. Since when and how long your Company/firm has been manufacturing **CCTV SYSTEMS** .
13. Furnish the names of renowned organizations, where you have installed **CCTV Systems** in the last three years ending 31 March 2015 – Furnish Details in Annexure 'H'.

Place :
Date:

SIGNATURE : (NAME):
Seal of the Organisation :

ANNEXURE 'F'

Tender Reference No: Bengaluru-II-DO/ CCTV/1/2016-17 dated :07.11.2016

Important Note:

- 1. For Branches 20" - 22" LED Monitor.**
- 2. Make : Samsung/ Honeywell .**

I/We confirm that I/We will be able to cater to all the locations as mentioned above in the Annexure 'F' for Supply, Installation, Commissioning, Testing, Training & Maintenance of CCTV Systems.

Date:

Place :

SEAL & SIGNATURE OF THE VENDOR

ANNEXURE "G"

(UNDERTAKING Letter to the Corporation on the Supplier's letterhead)

To,

The Manager (E&OS)
LIC of India,, Divisional Office
Bengaluru-II.

Dear Sir/Madam,

Sub: Tender Reference No: BENGALURU-II- DO/ CCTV/1/2016-17 dated :07.11.2016

With reference to the above tender notice, having examined and understood the instructions, terms and conditions forming part of the tender forms, we hereby enclose our offer for the supply of the CCTV Systems as detailed in your above referred tender notice.

I/We hereby confirm that we have not been black-listed by LIC or any PSU/ BFSI organization/ Government / Semi-Govt/ Quasi Govt. Departments in India, as on date of submission of bid in response to the above Tender.

I/We further confirm that the offer is in conformity with the terms and conditions as mentioned in the tender form. I/We also confirm that the offer shall remain valid for One year from the last date for submission of the offer. I/We understand that the Corporation is not bound to accept the offer either in part or in full and that the Corporation has the right to reject the offer in full or in part without assigning any reason whatsoever. I/We have read the instructions appended and all terms and conditions and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and LIC of India, on the basis of the information given by me / us can be treated as invalid by the Corporation and I / We will be solely responsible for the consequences. I/We agree that the decision of LIC of India in selection of contractors will be final and binding to me / us.

All the information furnished by me hereunder is correct to the best of my knowledge and belief. I/We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

I/We agree that I / We have not applied in the name of sister concern for the subject tender process. I/We enclose herewith a Demand Draft/Pay Order for Rs.10000/- (Rupees Ten Thousand only) favoring LIC of India and payable at Bengaluru-II- towards Earnest Money Deposit, and Demand Draft/Pay Order for Rs.500/- (Rupees Five Hundred only) favoring LIC of India and payable at Bengaluru-II- or Cash towards Tender Fees details of the same are as under.

Particulars	Demand Draft/Pay Order No.	Amount	Name of issuing bank
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Tender Fee:

Earnest Money Deposit:

Yours Faithfully

Authorized Signatories (Name and designation , Seal of the Firm)

Date & Place:

Annexure-‘H’(Ref: No: BENGALURU-II-DO/ CCTV/1/2016-17 dated :07.11.2016) Top 3 customers for orders executed during 3 years

(Please attach attested copies of Purchase Orders executed or Certificate from customer)

		Customer 1	Customer 2	Customer 3
Name of organization				
Quantum of order				
Date on which the PO supply is completed				
Name and contact details of client / s for the purpose of references	Name of official			
	Land line No.			
	Mobile No.			
	Email id			

Annexure I

To be submitted on Company /OEM's letter head duly signed by the Authorized signatory of Company
MANUFACTURER'S AUTHORIZATION FORM (MAF)

To,
L.I.C. of India,
Bengaluru-II- Division
Indiranagar, Bengaluru-38

Dear Sir,

Reg : LIC's Tender Ref No : BENGALURU-II-DO/ CCTV/1/2016-17 dated :07.11.2016

We, M/s. _____ who are established and reputed manufacturers of _____ having factories / Depot as at _____ and _____ do hereby authorize M/s. _____ (Name and address of bidder) to offer their quotation and conclude the contract with you against the above invitation for the Bid, as one of our Authorized Dealers.

We hereby confirm that the CCTV System including all components delivered to the Corporation will be brand new. We also guarantee that all the software / components supplied by the supplier is licensed and legally obtained.

We, hereby, extend our full guarantee and comprehensive warranty as per terms and conditions of the Tender for our products offered against this invitation for Bid by the above firm. We, hereby confirm that the spares for the product offered should be available for after sales service for at least 06 years.

Dated at _____ this _____ day of _____ 20 _____.

Authorized Signatory

Signature :

Name :

Designation :

Name & Address of the company :

Seal of the Company