



भारतीय उष्णदेशीय मौसम विज्ञान संस्थान
(पृथ्वी विज्ञान मंत्रालय, भारत सरकार का एक स्वायत्त संस्थान)
डॉ. होमी भाभा मार्ग पाषाण, पुणे- ४११ ००८

INDIAN INSTITUTE OF TROPICAL METEOROLOGY
(An Autonomous Institute of the Ministry of Earth Sciences, Govt. of India)
Dr. Homi Bhabha Road, Pashan, Pune - 411 008, India



Ordinary Post

सं. / No. PWS/141/2016/43

दिनांक / Date:

M/s.

प्रिय महोदय / Dear Sirs,

“दिनांक _____ की पूछताछ से _____ की अनुक्रिया में दिनांक _____ की नवोदित दर सूची,” लिफाफे पर लिखे मुहरबंद निवोदित दर सूची निम्नलिखित भण्डारों की आपूर्ति के लिए संस्थान दिनांक _____ के 12.00 घंटों तक निमंत्रित है जिन्हे उसी दिन 15.00 घंटों तक खोला जाएगा।

Quotation in sealed cover superscripted there on quotation due on **21/02/2017** response to Enquiry No. PWS/141/2016/43 dated **07/02/2017** is invited for **Comprehensive Maintenance Contract of Security Surveillance System** so as to reach this Institute latest by **12:00 Hrs.** on **21/02/2017** which will be opened on the same day at **15:00 Hrs.** on **21/02/2017**.

The quotation shall normally remain valid for a minimum period of 90 days from the date of opening

इस पष्ठ की दूसरी और छपे अनुदेशों को ध्यान में रख कर निवोदित दरसूची भरी जाएगी।

The quotation shall be filled in with the consideration to the instruction printed overleaf.

क्रम सं. Sr. No.	विवरण Description	इकाई Unit	मात्रा Quantity
01.	Comprehensive Maintenance Contract for Security Surveillance System	Set	As per annexure II

एस.टी./सी.एस.टी./आदि के लिए संस्थान कोई रियाती फार्म नहीं दे सकता।
This Institute is unable to furnish any Concessional form for S.T / C.S.T. / etc.

Encl: Annexure I & II

भवदिय / Yours faithfully


(V.R. Mall)
Scientific Officer Gr.-II
for Director

Annexure – I

1. Tenders/quotations, addressed to the **Director, Indian Institute of Tropical Meteorology, Pashan, Pune- 411008** must be submitted in sealed cover superscripting **“Quotation for Comprehensive Maintenance Contract of Security Surveillance System”, “due on 21/02/2017”**.
2. Last date for the receipt of completed quotations is up to **12:00 Hrs. of 21/02/2017**.
3. The quotation must be valid for a period of **90 days** from the date of opening.
4. **Late quotes** will be rejected, tenders sent thru **fax or email** will be rejected.
5. The institute reserves the right to change or vary any part thereof at any stage.
6. The institute reserves the right to reject any or all of the offers without assigning any reason whatsoever.
7. **Preventive Maintenance Service:** The contractor will provide a minimum of four preventive maintenance service visits during a year to operate base to carry out functional checkups and minor adjustments/tuning as may be required.
8. **Breakdown Maintenance Service:** in case of any breakdown of the equipment/system, on receiving a call from the institute the contractor has to provide maintenance service to make equipment/system serviceable.
9. **The Response time:** The response time should not exceed 24 hours from the time of breakdown intimation is provided by the institute.
10. **The Resolution time: Maximum repair turnaround time for equipment/system would be 02 days**, however the spares should be maintained in serviceable condition to avoid complete breakdown of the equipments.
11. **Removal & Refitting of items-** in the event of the requirement to remove the existing machinery/equipments, switch-boards, control panels, electric & communication equipments, light fittings, piping, trunking, valves, electrical cables, junction boxes, lagging, paneling, obstruction, protrusions, foundations, etc. falling in the way of repairs, temporarily to facilitate completion of scope of the work, the contractor shall reinstall the same as per drawing, amendment thereto satisfaction of the institute.
12. **Electrical cables in way of repairs, if required are to be covered adequately for protection against accidental, mechanical, fire damage, by the contractor.** Damage caused during the execution of the work by the contractor is to be made by the contractor at his cost.
13. The contract shall cover both preventive as well as corrective maintenance for all units of the system for all the working days (and holidays as and when required) the maintenance (both Preventive as well corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified components.
14. The items that are defective and need to be replaced would be first checked by the IITM's concern staff before those are declared as defective.
15. During the CMC period the contractor shall carry out all necessary servicing/repairs to the equipment/system CMC at the current location of the equipment/system. Prior permission of the institute would be required in case certain, components/sub systems are to be shifted out of location. On such occasions, before taking over the goods or components, the contractor will give suitable bank guarantee to the institute to cover the estimated current value of the item being taken.
16. The contract is comprehensive and covers free replacement of all defective parts,
17. Replaced item should be same or superior/higher quality.
18. The contractor shall not further sublet the CMC under any circumstances to a third/ sub-contractor for the maintenance.
19. The hardware/Software problems will be reported to the contractor and will be attended by them based on priority indicated by IITM.

20. The software maintenance shall include loading, reformatting to software, system/network, configuration and installation of software purchased by the IITM of the aforementioned category from time to time.
21. **Maintenance services should be available from Monday to Friday from 9:30 to 18:00 Hrs.** On some occasions such complaints may be given directly by the IITM on non-working days/ off duty hours or in emergency telephonically.
22. The contractor shall keep sufficient quantity of spare parts and other required spares available centrally for ready use.
23. The engineers will not change the setting of any equipment without seeking the prior permission and information of computer division staff of the institute.
24. The contractor will have to provide standby equipment, if he expects the repairs to take more than specified period.
25. System can be inspected on any working day during 9:30 to 13:30 & 14:30 to 18:00 hours.
26. **Penalty Clause:**
- A. The vendor should given an SLA for 8X5XNBD onsite support valid for 1 year with 24 hours response time and 48 hours resolution time.
 - B. Penalty shall be imposed for not meeting the SLA i.e. if not resolved the complaint within 48 hours at the rate of Rs. 500/- for delay of every day after 48 hours and maximum up to 5% of the total Contract Value.
 - C. Moreover the call must be attended immediately after receiving the intimation so as to avoid further delay in the matter. If contractor fails to bring the faulty unit in working condition within 48 hours, penalty clause will be applicable.
27. **Validity of the Contract-**
- The Contract will be valid for a period 1 year. Institute can terminate the contract at any time without assigning any reason after giving a notice of 01 month. The contractor will not be entitled to claim any compensation against such termination. However while terminating the contract, if any payment is due to the contractor for maintenance service already performed in terms of contract, the same will be paid to it as per the contract terms.
28. **Payment Terms & Conditions.**
- a. No advance payment.
 - b. Quarterly Payment on completion of each quarter, and certification of bills for satisfactory performance by the concern division.
29. **Security Deposit:** - The contractor within a period of 10 Days, shall furnish a Bank Guarantee for 10% of the total cost of CMC, Valid till the end of the contract period plus two months towards security for smooth performance of the CMC, Failing which formal contract for CMC will be withheld and fresh contract shall be initiated at the risk and cost of contractor.

Annexure II

Comprehensive Maintenance Contract of Security Surveillance System is inclusive of following items :

Sr. No.	Description	Qty	Unit
1	Security gate outdoor fixed IR megapixel IP cameras with industrial grade power supply	1	Unit
2	Standard definition outdoor IP PTZ 18X with industrial grade power supply	1	Unit
3	Indoor megapixel IP cameras with PoE	6	Unit
4	OFDM outdoor wireless	1	Set
5	6U Wall mount Rack for security gate	1	Unit
6	Video Recording Server	1	Unit
7	Workstation System	1	Unit
8	32 inch LCD	1	Unit
9	4 TB External NAS Storage	1	Unit
10	16 Channel Video management & recording software License for main server	1	Unit
11	16 Channel Video management & viewing software License for security gate workstation	1	Unit
12	Weather proof junction box	2	Unit
13	1Kv online UPS with 60 minutes Backup	1	Unit
14	600 VA Offline UPS with 30 minutes backup	1	Unit
15	Power Strip	2	Unit

Comprehensive Maintenance Contract of security surveillance system is inclusive of following services, if required :

Sr. No	Description
1	Laying of UTP Cable
2	GI Pole/Mast
3	Power Cable 3core
4	Casing Caping for UTP Cable
5	Conduit for cables
6	Soft Soil digging and refilling
7	Cable laying thro trench or Wall



(V.R. Mali)
Scientific Officer Gr.-II
for Direct