



ब्रॉडकास्ट इंजीनियरिंग कंसल्टेंट्स इंडिया लिमिटेड

(सूचना एवं प्रसारण मंत्रालय के अधिन, भारत सरकार का उद्यम) (मिनि रत्न) (CIN - U32301UP1995GO1017744)

BROADCAST ENGINEERING CONSULTANTS INDIA LIMITED

(PUBLIC SECTOR UNDERTAKING OF MINISTRY OF INFORMATION & BROADCASTING, GOVERNMENT OF INDIA) (A MINI RATNA COMPANY)

रीजनल कार्यालय (दक्षीण) : १६२, २ मेयिन रोड, १ क्रॉस, ए.जी.एस. लेआउट, आर.एम.वि. २ स्टेज, बेंगलूरु-५६० ०९४. कर्नाटक

Regional Office (South) : No-162, 2nd Main, 1st Cross, AGS Layout, RMV 2nd Stage, Bengaluru - 560 094.

Phone/Fax : +91-80-23415853 E-mail : bangalore@becil.com



No: BECIL/KSEAB/GOK/Tender/2023-24/001.

Date: 24.08.2023

Subject: Short Notice Tender Enquiry for “e-Tender Enquiry for Comprehensive Maintenance Contract for KSES Project Software and Hardware (CCTV Surveillance Systems, DVR, Servers, All Other Related Items and Application, Software) For A Period of Five Years”.

Dear Sir,

M/s. Broadcast Engineering Consultants India Ltd (BECIL) invites Short Notice Tender Enquiry for Selection of Consortium Partner for **Comprehensive Maintenance Contract for KSES Project Software and Hardware (CCTV Surveillance Systems, DVR, Servers, All Other Related Items and Application, Software) For A Period of Five Years at Karnataka School Examination and Assessment Board, 6th Cross, Malleswaram, Bengaluru-560003.** Detailed scope of work and terms & conditions are mentioned in the **Tender No: KSEAB/PUE/KSES/1/2023-24 DATE :02.08.2023.** (Tender attached).

The quotation is single bid system (Techno-Commercial proposal) to be submitted in packed & sealed cover addressed to **Smt. Usha Mangalgi, General Manager, BECIL-RO.** Quotation should also be super scribed at the top **“Selection of Back-End Partner as a Project Implementing Agency for Comprehensive Maintenance Contract for KSES Project Software and Hardware (CCTV Surveillance Systems, DVR, Servers, All Other Related Items and Application, Software) For A Period of Five Years at Karnataka School Examination And Assessment Board, 6th Cross, Malleswaram, Bengaluru-560 003”** with due date so as to reach us to **BECIL-Regional Office, No: 162, I Cross, II Main, AGS Layout, RMV II Stage, Bengaluru – 560094 before 15:00 Hrs. on 28th August, 2023.** Bids will open on the same day (15:30 Hrs.) in presence of bidders.

Scope of Work:

- Comprehensive Maintenance Contract for KSES Project Software and Hardware (CCTV Surveillance Systems, DVR, Servers, All Other Related Items and Application, Software) For A Period of Five Years on **back-to-back basis.** All the terms and conditions of customer RFP/Tender will be applicable on fully back-to-back basis, without any deviation. An undertaking in this regard is to be submitted along-with bid.

Terms and Conditions:

- EMD Amount: Rs. 4,50,000/-** (Four lakh fifty thousand Only).
- Approximate Value of Tender: Rs. 2,25,00,000/-** (Two Crore twenty-five lakh Only).
- Any other tender charges would be borne by back-end partner at the time of bid submission.
- The prices should be quoted in INR.
- CAMC charges + Taxes as per sheet enclosed in the tender.

An ISO-9001:2015, ISO-27001:2013, CMM1-L3, ISO/IEC-20000:2018 Certified Company.

Head Quarters BECIL Bhavan, 56-A/17, Block 'C' Sector 62, NOIDA-201 301. U.P. Tel: 0120-4177850, Fax: 0120-4177879 E-mail : becil@vsnl.net

मुख्यालय : बेसिल भवन, ५६-ए/१७, ब्लॉक सि, सेक्टर ६२, नोइडा-२०१ ३०१, उत्तर प्रदेश.



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- CAMC and Warranty as per tender conditions.
- Queries, if any, should be submitted in writing to the undersigned at the address mentioned above.
- All bids are to remain valid for a period of three months **(120 days)** from the date of submission.
- The rates quoted shall be all inclusive of transportation of material, labour, tools and any temporary provisions or preparatory work or any other expenses with regard to the contract.
- Bidders should ensure that proposal should complete in all respects. Bidders may visit the site to access all preparatory works/sub system required to execute the works in time bound manner.
- All efforts should be made to procure the items from an Indian OEM (Original Equipment Manufacturer) to avoid exorbitant maintenance expenditure in the future.
- The Bidder shall be solely responsible for the safety, and other statutory regulations in force, with respect to the skilled / non-skilled workers deployed by him for the contracted work and BECIL will in no way liable for any issues related to these.
- Invoicing to be done as per RFP terms and conditions. All other terms and conditions like penalty, termination of contract, warranty period will be as per RFP terms and conditions and will be binding on the consortium partner.
- Payment: As per terms and conditions of **KSEAB Tender**. (Tender copy enclosed).

एक कदम स्वच्छता की ओर
Thanking You

Yours Sincerely

-SD-

Usha Mangalgi
General Manager, BECIL-RO.
Usha@becil.com

An ISO-9001:2015, ISO-27001:2013, CMM1-L3, ISO/IEC-20000:2018 Certified Company.

Head Quaters BECIL Bhavan, 56-A/17, Block 'C' Sector 62, NOIDA-201 301. U.P. Tel: 0120-4177850, Fax: 0120-4177879 E-mail : becil@vsnl.net

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GOVERNMENT OF KARNATAKA

KARNATAKA SCHOOL EXAMINATION AND ASSESSMENT BOARD,
6TH CROSS, MALLESHWARAM, BENGALURU – 560 003.

**e-TENDER NOTIFICATION FOR COMPREHENSIVE
MAINTENANCE CONTRACT FOR KSES PROJECT SOFTWARE
AND HARDWARE (CCTV SURVEILLANCE SYSTEMS, DVR,
SERVERS, ALL OTHER RELATED ITEMS AND APPLICATION,
SOFTWARE) FOR A PERIOD OF FIVE YEARS.**

TENDER DOCUMENTS

<https://www.kppp.karnataka.gov.in>

Address for Communication

DIRECTOR (EXAMS),
KARNATAKA SCHOOL EXAMINATION AND ASSESSMENT BOARD,
6TH CROSS, MALLESHWARAM, BENGALURU – 560 003.

Phone No's: 080-23349434 Fax: 080- 23347670

WEB SITE:<https://kseab.karnataka.gov.in>



GOVERNMENT OF KARNATAKA

KARNATAKA SCHOOL EXAMINATION AND ASSESSMENT BOARD,
6TH CROSS, MALLESHWARAM, BENGALURU – 560 003

MAIL-ID: <https://kseab.karnataka.gov.in>

TENDER SCHEDULE

**e-TENDER NOTIFICATION FOR COMPREHENSIVE
MAINTENANCE CONTRACT FOR KSES PROJECT SOFTWARE
AND HARDWARE (CCTV SURVEILLANCE SYSTEMS, DVR,
SERVERS, ALL OTHER RELATED ITEMS AND APPLICATION,
SOFTWARE) FOR A PERIOD OF FIVE YEARS.**

1	TENDER REFERENCE NO & DATE	No: KSEAB/PUE/KSES/1/2023-24 DATE :02.08.2023
2	APPROXIMATE VALUE OF TENDER	Rs.2,25,00,000-00 (Two Crore twenty five lakh Only)
3	EMD AMOUNT	Rs.4,50,000/- (Four lakh fifty thousand Only.)
4	TENDER COMMENCEMENT DATE	02/08/2023
5	PRE BID MEETING	10/08/2023 3:00 PM
6	LAST DATE AND TIME FOR SUBMISSION OF TENDERS	01/09/2023 4:00PM
7	DATE AND TIME OF OPENING OF TECHNICAL BIDS	02/09/2023 4:30 PM
8	DATE AND TIME OF OPENING OF COMMERCIAL BIDS	05/09/2023 3:00 PM

**e-TENDER NOTIFICATION FOR COMPREHENSIVE
MAINTENANCE CONTRACT FOR KSES PROJECT SOFTWARE
AND HARDWARE (CCTV SURVEILLANCE SYSTEMS, DVR,
SERVERS, ALL OTHER RELATED ITEMS AND APPLICATION,
SOFTWARE) FOR A PERIOD OF FIVE YEARS.**

**SECTION I:
INVITATION FOR TENDER (IFT)**

No: KSEAB/PUE/KSES/1/2023-24

Date:02.08.2023

The DIRECTOR (Exams), Karnataka school Examination and Assessment Board, Malleshwaram, 6th Cross, Bengaluru-560003, invites e-tenders from eligible bidders for COMPREHENSIVE MAINTENANCE CONTRACT FOR KSES PROJECT SOFTWARE AND HARDWARE (CCTV SURVEILLANCE SYSTEMS, DVR, SERVERS, ALL OTHER RELATED ITEMS AND APPLICATION, SOFTWARE) FOR A PERIOD OF FIVE YEARS.

The tenderers may submit tenders through e-procurement portal for the above given services. Tenderers are advised to note the qualification criteria specified in Section VII to qualify for award of the contract.

1. Tender documents may be downloaded from www.kppp.karnataka.gov.in. The bidders will be required to register themselves with the centre for e-governance to participate in the bidding process and also get necessary digital signature certificates. The details of the process of registration and obtaining the digital signature certificates are available on the **website** <http://www.kppp.karnataka.gov.in>. Necessary training and hands on experience in handling e-procurement system could be obtained from the centre for e-governance. Necessary details could also be obtained over telephone.
2. The Bidders shall be paid the Earnest Money Deposit through any of the following e-payment modes :
 - a. Credit cards
 - b. Direct debit
 - c. Net Banking
 - d. National Electronic Fund Transfer
 - e. Remittance over the specified bank counters using OTC challan anywhere in India.

The Service provider/Contractor's bid will be evaluated only on confirmation of receipt of the payment of EMD in the Government of Karnataka's Central pooling account.

3. Technical bids will be opened in the presence of the tenderers or their authorized representative who wish to attend. If the office happens to be closed on the last date of receipt of the tenders as specified, the tenders will be opened on the next working day at the same time and venue.
4. Other details can be seen in the tender document.

Director (Exams),
KSEAB

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SECTION – II: INSTRUCTIONS TO TENDERERS**A. INTRODUCTION****1. Eligible Tenderers**

- 1.1. Tenderers should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services to be purchased under this Invitation for Tenders.
- 1.2. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Karnataka.

2. Cost of Tendering:

- 2.1. Tenderer shall bear all costs associated with the preparation and submission of its tender, and Director, Exams, hereinafter referred to as "the Purchaser", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

B. TENDER DOCUMENTS**3. Contents of Tender Documents.**

- 3.1. The Services required, tendering procedures and contract terms are prescribed in the tender documents. In addition to the Invitation for Tenders, the tender documents include:
 - a) Instructions to Tenderers (ITT);
 - b) General Conditions of Contract (GCC);
 - c) Special Conditions of Contract (SCC);
 - d) Schedule of Requirements;
 - e) Technical Specifications;
 - f) Tender Form and Price Schedules;
 - g) Earnest Money Deposit Form;
 - h) Contract Form;
 - i) Performance Security Form;
- 3.2. The Tenderer is expected to examine all instructions, forms, terms and specifications in the tender documents. Failure to furnish all information required by the tender documents or submission of a tender not substantially responsive to the tender documents in every respect will be the Tenderer's risk and may result in rejection of its tender.

4. Clarification of Tender Documents

- 4.1. A prospective Tenderer requiring any clarification of the tender documents may notify the Purchaser in writing or by telex or cable or fax at the Purchaser's mailing address indicated in the Invitation for Tenders. The Purchaser will respond in writing to any request for clarification of the tender documents which it receives prior to the last date and time for submission of online queries prescribed by the Purchaser. Purchaser's response (including an explanation of the query but without identifying the source of inquiry) will be published in the e-procurement portal under addendum and corrigendum.

5. Amendment of Tender Documents

- 5.1. At any time prior to the deadline for submission of tenders, the purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, modify the tender documents by amendments.
- 5.2. Amendments, Corrigenda and clarifications to the tender document will be published in the e-procurement portal only. No individual communication is made in this regard by the KSEAB.
- 5.3. In order to allow prospective tenderers reasonable time in which to take the addendum into

account in preparing their tenders, the Purchaser, at its discretion, may extend the deadline for the submission of tenders and issue corrigendum on e-procurement portal.

5.4. Pre-bid meeting shall be held as per the tender schedule at KSEAB, 6th Cross, Malleshwaram, Bengaluru-560 003. Proceedings of the meeting will be published in the e-procurement portal. Online queries will be addressed only till 11.30AM of pre-bid meeting date.

C. PREPARATION OF TENDERS

6. Language of Tender

6.1. The tender prepared by the Tenderer, as well as all correspondence and documents relating to the tender exchanged by the Tenderer and the Purchaser, shall be written in English language. Supporting documents and printed literature furnished by the Tenderer may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Tender, the translation shall govern.

7. Documents constituting the Tender

7.1. The tender prepared by the Tenderer shall comprise the following components:

- a) A Tender Form and a price Schedule completed in accordance with ITT Clauses 8, 9 and 10;
- b) Documentary evidence established in accordance with ITT Clause 11 that the Tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- c) Documentary evidence established in accordance with ITT Clause 12 that the CMC and ancillary goods and services to be supplied by the Tenderer are eligible the CMC and ancillary goods and services and conform to the tender documents; and
- d) Tender Security furnished in accordance with ITT Clause 13.

8. Tender Form

8.1. The Tenderer shall complete the Tender Form and the Price Schedule furnished in the tender documents, indicating the services to be delivered, quantity and prices.

9. Tender Prices

9.1. The Tenderer shall indicate on the Price Schedule the unit prices and total tender prices of the CMC and ancillary goods and services it proposes to supply under the Contract. Tenderers shall quote for the complete requirement of the CMC and ancillary goods and services specified under the schedule on a single responsibility basis, failing which such tenders will not be taken into account for evaluation and will not be considered for award.

9.2. Prices on the Price Schedule shall be entered including all taxes in the Section VIII:

- (i) the price of the CMC and ancillary goods and services, quoted (ex-works, ex-factory, ex-showroom, ex-warehouse, or off-the-shelf, as applicable), including all duties and sales and other taxes already paid or payable
 - a. On components and raw material used in the manufacture or assembly of goods quoted ex-works or ex-factory; or
 - b. On the previously imported goods of foreign origin quoted ex-showroom, ex-warehouse or off-the-shelf.
- (ii) Any Indian duties, sales and other taxes which will be payable on the the CMC and ancillary goods and services if this Contract is awarded;
- (iii) The price for inland transportation, insurance and other local costs incidental to delivery of the CMC and ancillary goods and services to their final destination.
- (iv) The price of other incidental services listed in Clause 4 of the Special Conditions of

Contract.

- 9.3. The Tenderer's separation of the price components in accordance with ITT Clause 9.2 above will be solely for the purpose of facilitating the comparison of tenders by the Purchaser and will not in any way limit the Purchaser's right to contract on any of the terms offered.
- 9.4. Prices quoted by the Tenderer shall be fixed during the Tenderer's performance of the Contract and not subject to variation on any account. A tender submitted with an adjustable price quotation will be treated as non-responsive and rejected, pursuant to ITT Clause 22.

10. Tender Currency

- 10.1. Prices shall be quoted in Indian Rupees:

11. Documents Establishing Tenderer's Eligibility and Qualifications.

- 11.1. Pursuant to ITT Clause 7, the Tenderer shall furnish, as part of its Tender, documents establishing the Tenderer's eligibility to tender and its qualifications to perform the Contract if its tender is accepted.
- 11.2. The documentary evidence of the Tenderer's qualifications to perform the Contract if its tender is accepted, shall establish to the Purchaser's satisfaction:
- (a) That the Tenderer has the financial, technical, and production capability necessary to perform the Contract and meets the criteria outlined in the Qualification requirements specified in Section VII. To this end, all tenders submitted shall include the following information:
- (i) The legal status, place of registration and principal place of business of the company or firm or partnership, etc.;
- (ii) Details of experience and past performance of the tenderer on equipment offered and on those of similar nature within the past Five years and details of current contracts in hand and other commitments in (Experience in Government Sector is preferred and suggested proforma given in Section XI);

12. Documents establishing good's Conformity to Tender Documents

- 12.1. Pursuant to ITT Clause 7, the Tenderer shall furnish, as part of its tender, documents establishing the conformity to the tender documents of all the CMC and ancillary goods and services which the tenderer proposes to supply under the contract.
- 12.2. The documentary evidence of conformity of the CMC and ancillary goods and services to the tender documents may be in the form of literature, drawings and data, and shall consist of:
- (a) a detailed description of the essential technical and performance characteristics of the CMC and ancillary goods and services;
- (b) a list giving full particulars, including available sources and current prices, of spare parts, special tools, etc., necessary for the proper and continuing functioning of the goods for a period of five year, following commencement of the use of the goods by the Purchaser; and
- (c) an item-by-item commentary on the Purchaser's Technical Specifications demonstrating substantial responsiveness of the CMC and ancillary goods and services to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications. 12.3
- 12.3. For purposes of the commentary to be furnished pursuant to ITT Clause 12.2(c) above, the Tenderer shall note that standards for workmanship, material and equipment, and references to brand names or catalogue numbers designated by the Purchaser in its Technical Specifications are intended to be descriptive only and not restrictive. The Tenderer may substitute alternative standards, brand names and/or catalogue numbers in its tender, provided that it demonstrates to the Purchaser's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

13. Earnest Money Deposit

- 13.1. Pursuant to IFT Clause 7, the Tenderer shall furnish, as part of its tender, earnest money deposit in the amount as specified in Section-V - Schedule of Requirements.
- 13.2. The earnest money deposit is required to protect the Purchaser against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to ITB Clause 13.7.
- 13.3. The earnest money deposit shall be denominated in Indian Rupees and shall:
 - a) Be credited to the account of Centre for e-governance.
 - b) Be payable promptly upon written demand by the Purchaser in case any of the conditions listed in ITT Clause 13.7 are invoked;
 - c) Remain valid for a period of 45 days beyond the original validity period of tenders, or beyond any period of extension subsequently requested under ITT Clause 14.2.
- 13.4. Any tender not secured in accordance with ITT Clauses 11.1 and 11.2 above (unless the category of tenderer has been specifically exempted by the Government) will be rejected by the Purchaser as non-responsive, pursuant to ITT Clause 19.
- 13.5. Unsuccessful Tenderer's tender securities will be returned as promptly as possible as but not later than 30 days after the expiration of the period of tender validity prescribed by the Purchaser, pursuant to ITT Clause 12.
- 13.6. The successful Tenderer's earnest money deposit will be discharged upon the tenderer signing the Contract, pursuant to ITT Clause 26, and furnishing the performance security, pursuant to ITT Clause 27.
- 13.7. The earnest money deposit may be forfeited and the necessary action will be taken according to the law/rules prescribed by Government of Karnataka.
 - (a) if a Tenderer
 - (i) withdraws its tender during the period of tender validity specified by the Tenderer on the Tender Form; or
 - (ii) Does not accept the correction of errors pursuant to ITT Clause 19.2; or
 - (b) in case of a successful Tenderer, if the Tenderer fails:
 - (i) to sign the Contract in accordance with ITT Clause 26; or
 - (ii) To furnish performance security in accordance with ITT Clause 27.

14. Period of Validity of Tenders

- 14.1. Tenders shall remain **valid for 90 days** after the deadline for submission of tenders prescribed by the Purchaser, pursuant to ITT Clause 17. A tender valid for a shorter period shall be rejected by the Purchaser as non-responsive.
- 14.2. In exceptional circumstances, the Purchaser may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses there to shall be made in writing. The earnest money deposit provided under ITT Clause 13 shall also be suitably extended. A Tenderer may refuse the request without forfeiting its earnest money deposit. A Tenderer granting the request will not be required nor permitted to modify its tender.

15. Format and Signing of Tender

- 15.1. The Tenderer shall prepare two copies of the tender, clearly marking each "Original Tender" and "Copy Tender", as appropriate. In the event of any discrepancy between them, the original shall govern.
- 15.2. The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the Tenderer or a person or persons duly authorized to bind the tenderer to the Contract. The latter authorization shall be indicated by written power-of-attorney accompanying the tender. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.
- 15.3. Any interlineations, erasures or overwriting shall be valid only if they are initialed by the persons or persons signing the tender.

D. SUBMISSION OF TENDERS

16. Submission of Tenders

- 16.1. Not Applicable since Tenders are submitted through e-tender/ e-procurement Portal.

17. Deadline for Submission of Tenders

- 17.1. Tenders must be uploaded and signed as specified, not later than the time and date specified in the Tender Schedule. In the event of the specified date for the submission of Tenders being declared a holiday, there will be no change in the date and time.
- 17.2. The Purchaser may, at its discretion, extend this deadline for submission of tenders by amending the tender documents in accordance with ITB Clause 5, in which case all rights and obligations of the Purchaser and Tenderers previously subject to the deadline will thereafter be subject to the deadline as extended.
- 17.3. Telex, Cable or facsimile tenders will be rejected.
- 17.4. Tender should be submitted in 2 cover system
1. Technical bid (cover-I) as per section VII-A qualification criteria.
 2. Commercial bid (cover-II) as per section VIII-B

18. Late Tenders

- 18.1. e-procurement web-portal will not be accessible after the deadline and hence no late submission is possible and allowed.

19. Modification and withdrawal of Tenders:

- 19.1. The Tenderer may modify or withdraw its tender after the tender submission, for any number of times before the deadline for the submission of bids with no extra cost.
- 19.2. No tender may be modified subsequent to the deadline for submission of tenders.
- 19.3. No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the Tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its earnest money deposit, pursuant to ITT Clause 13.7.

E. TENDER OPENING AND EVALUATION OF TENDERS

20. Opening of Tenders by the Purchaser

- 20.1. The Purchaser will open all technical bids submitted through e-procurement portal in the presence of Tenderer's representatives who choose to attend, the Director (Exams) Karnataka School Examination and Assessment Board, 6th Cross, Malleshwaram, Bengaluru – 560003.
- 20.2. The Tenderer`s representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Tender opening being declared a holiday for the Purchaser, the tenders shall be opened at the appointed time and location on the next working day.
- 20.3. The Tenderer`s names, tender modifications or withdrawals, tender prices, discounts, and the presence or absence of requisite tender security and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening.
- 20.4. The Purchaser will prepare minutes of the technical bid evaluation and publish the same in e-portal (Applicable for manual tender only).

21. Clarification of Tenders.

- 21.1. During evaluation of tenders, the Purchaser may, at its discretion, ask the Tenderer for a clarification of its tender. The request for clarification and the response shall be in writing and no change in prices or substance of the tender shall be sought, offered or permitted.

22. Preliminary Examination

- 22.1. The Purchaser will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and uploaded, and whether the tenders are generally in order. Tenders from Agents, without proper authorization from the manufacturer as per Section XIII, shall be treated as non-responsive.
- 22.2. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the lower of the two will prevail. If the Service provider does not accept the correction of errors, its tender will be rejected and its earnest money deposit may be forfeited.
- 22.3. The Purchaser may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Tenderer.
- 22.4. Prior to the detailed evaluation, pursuant to ITT Clause 23, the Purchaser will determine the substantial responsiveness of each tender to the tender documents. For purposes of these Clauses, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Performance Security (GCC Clause 6), Warranty (GCC Clause 14), Force Majeure (GCC Clause 24), Limitation of liability (GCC Clause 28), Applicable law (GCC Clause 30), and Taxes & Duties (GCC Clause 32) will be deemed to be a material deviation. The Purchaser's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
- 22.5. If a tender is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the Tenderer by correction of the non-conformity.

23. Evaluation and Comparison of Tenders.

- 23.1. The Purchaser will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to ITT Clause 22 for each schedule separately. No tender will be considered if the complete requirements covered in the schedule is not included in the tender.
- 23.2. Deleted.
- 23.3. The Purchaser's evaluation of a tender will take into account, in addition to the tender price (Ex-factory/ex-warehouse/off-the-shelf price of the CMC and ancillary goods and services offered from within India, such price to include all costs as well as duties and taxes paid or payable on components and raw material incorporated or to be incorporated in the CMC and ancillary goods and services, and Excise duty on the finished goods, if payable) and price of incidental services, the following factors, in the manner and to the extent indicated in ITT Clause 23.4 and in the Technical Specifications:
 - (a) Cost of inland transportation, insurance and other costs within India incidental to the delivery of the CMC and ancillary goods and services to their final destination;
 - (b) Delivery schedule offered in the tender;
 - (c) Deviations in payment schedule from that specified in the Special Conditions of Contract;
 - (d) The availability in India of spare parts and after-sales services for the goods / equipment offered in the tender;
- 23.4. Pursuant to ITT Clause 23.3, one or more of the following evaluation methods will be applied:
 - (a) Inland Transportation, Insurance and Incidentals:
 - (i) Inland transportation, insurance and other incidentals for delivery of goods to the final destination as stated in ITT Clause 9.2 (iii).

The above costs will be added to the tender price.

(b) Delivery Schedule:

- (i) The Purchaser requires that the CMC and ancillary goods and services under the Invitation for Tenders shall be delivered at the time specified in the Schedule of Requirements.

(c) Deviation in Payment Schedule:

The Special Conditions of Contract stipulate the payment schedule offered by the Purchaser.

(d) Spare Parts and After Sales Service Facilities in India:

The cost to the Purchaser of establishing the minimum service facilities and parts inventories, as outlined elsewhere in the tender documents, if quoted separately, shall be added to the tender price.

- 23.5. Bidder quoting lowest price in Section VIII-B, shall be considered as the eligible bidder to execute the complete work of COMPREHENSIVE MAINTENANCE CONTRACT FOR KSES PROJECT SOFTWARE AND HARDWARE (CCTV SURVEILLANCE SYSTEMS, DVR, SERVERS, ALL OTHER RELATED ITEMS AND APPLICATION, SOFTWARE).

24. Contacting the Purchaser

- 24.1. Subject to ITT Clause 21, no Tenderer shall contact the Purchaser on any matter relating to its tender, from the time of the tender opening to the time the Contract is awarded. If the tenderer wishes to bring additional information to the notice of the purchaser, it should do so in writing.
- 24.2. Any effort by a Tenderer to influence the Purchaser in its decisions on tender evaluation, tender comparison or contract award may result in rejection of the Tenderer's tender.

F. AWARD OF CONTRACT

25. Post qualification

- 25.1. The Purchaser will determine to its satisfaction whether the Tenderer that is selected as having submitted the lowest evaluated responsive tender meets the criteria specified in ITT Clause 11.2 and is qualified to perform the contract satisfactorily.
- 25.2. The determination will take into account the Tenderer's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the Tenderer's qualifications submitted by the Tenderer, pursuant to ITT Clause 11, as well as such other information as the Purchaser deems necessary and appropriate.
- 25.3. An affirmative determination will be a prerequisite for award of the Contract to the Tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Purchaser will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform the contract satisfactorily.

26. Award Criteria;

- 26.1. Subject to ITT Clause 28, the Purchaser will award the Contract to the successful Tenderer whose tender has been determined to be substantially responsive and has been determined as the lowest evaluated tender, provided further that the Tenderer is determined to be qualified to perform the Contract satisfactorily.

27. Purchaser's right to vary Quantities at Time of Award

- 27.1. The Purchaser reserves the right at the time of Contract award to increase or decrease by up to 25 percent or more of the quantity originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.

28. Purchaser's Right to Accept Any Tender and to Reject Any or All Tenders

- 28.1. The Purchaser reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected Tenderer or Tenderers.

29. Notification of Award

- 29.1. Prior to the expiration of the period of tender validity, the Purchaser will notify the successful tenderer on e-procurement portal, that its tender has been accepted.
- 29.2. The notification of award will constitute the formation of the Contract.
- 29.3. Upon the successful Tenderer's furnishing of performance security pursuant to ITT Clause 31, the Purchaser will discharge its earnest money deposit, pursuant to ITT Clause 13.
- 29.4. If, after notification of award, a Tenderer wish to ascertain the grounds on which it's Tender was not selected, it should address its request to the Purchaser. The Purchaser will promptly respond in writing to the unsuccessful Tenderer.

30. Signing of Contract

- 30.1. At the same time as the Purchaser notifies the successful tenderer that its tender has been accepted, the Purchaser will send the Tenderer the Contract Form provided in the tender documents, incorporating all agreements between the parties.
- 30.2. Within 07(Seven) days of receipt of the Contract Form, the successful Tenderer shall enter into an agreement with the Purchaser on Rs.1000/- Stamp Paper and return to the Purchaser.

31. Performance Security

- 31.1. Within 07(Seven) working days of the receipt of notification of award from the Purchaser, the successful Tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents or in another form acceptable to the Purchaser.
- 31.2. Failure of the successful Tenderer to comply with the requirement of ITT Clause 30.2 or ITT Clause 31.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the earnest money deposit, in which event the Purchaser may make the award to the next lowest evaluated Tenderer or call for new tenders.

32. Corrupt or Fraudulent Practices

- 32.1. The Government requires that Tenderers/ Service providers/ Contractors observe the highest standard of ethics during the procurement and execution of Government financed contracts. In pursuance of this policy, the Government:
- a) defines, for the purposes of this provision, the terms set forth as follows:
- (i) "corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution; and
- (ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Government, and includes collusive practice among Tenderers (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Government of the benefits of free and open competition;
- (iii) will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- (iv) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Government financed contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a Government financed contract.
- 32.2. Furthermore, Tenderers shall be aware of the provision stated in sub-clause 4.4 and

sub-clause 23.1 of the General Conditions of Contract.

SECTION III: GENERAL CONDITIONS OF CONTRACT

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the agreement entered into between the Purchaser and the Service provider, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- (b) "The Contract Price" means the price payable to the Service provider under the Contract for the full and proper performance of its contractual obligations;
- (c) "The CMC and ancillary goods and services" means all the comprehensive maintenance contract of CCTV, DVR, servers, other items and application, software, equipment, machinery, and/or other materials which the Service provider is required to supply to the Purchaser under the Contract;
- (d) "Services" means services ancillary to the CMC and ancillary goods and services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other obligations, maintenance of the Service provider covered under the Contract;
- (e) "GCC" mean the General Conditions of Contract contained in this section.
- (f) "SCC" means the Special Conditions of Contract.
- (g) "The Purchaser" means the organization purchasing the Goods, as named in SCC.
- (h) "The Service provider" means the individual or firm supplying the CMC and ancillary goods and services under this Contract.
- (i) "The Government" means the Government of Karnataka State.
- (j) "The State" means the Karnataka State
- (k) "The Project Site", where applicable, means the place or places named in SCC.
- (l) "Day" means calendar day.
- (m) "CMC" means Comprehensive Maintenance Contract.
- (n) "KSES" Karnataka Secure Examination System"

Note: Where ever has been mentioned as "CMC" shall be considered as COMPREHENSIVE MAINTENANCE CONTRACT FOR KSES PROJECT SOFTWARE AND HARDWARE (CCTV SURVEILLANCE SYSTEMS, DVR, SERVERS, ALL OTHER RELATED ITEMS AND APPLICATION, SOFTWARE).

2. Application

2.1. These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3. Standards

3.1. The CMC and ancillary goods and services supplied under this Contract shall conform to the standards mentioned in the Technical Specifications (**Annexure-**), and, when no applicable standard is mentioned, to the authoritative standard appropriate to the Goods' country of origin and such standards shall be the latest issued by the concerned institution.

4. Use of Contract Documents and Information; Inspection and Audit by the Government

4.1 The Service provider shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Service provider in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such

performance.

- 4.2 The Service provider shall not, without the Purchaser's prior written consent, make use of any document or information enumerated in GCC Clause 4.1 except for purposes of performing the Contract.
- 4.3 Any document, other than the Contract itself, enumerated in GCC Clause 4.1 shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Service provider's performance under the Contract if so, required by the Purchaser.
- 4.4 The service provider shall permit the Government to inspect the Service provider's accounts and records relating to the performance of the Service provider and to have them audited by auditors appointed by the Government, if so required by the Government.

5. Patent Rights;

- 5.1 The Service provider shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Software and Goods or any part thereof in India.

6. Performance Security

- 6.1 Within 7 working days of receipt of the notification of contract award, the Service provider shall furnish Performance Security to the Purchaser for an amount of 5% of the Contract Value, valid up to 60 days after the date of completion of performance obligations including warranty obligation.
- 6.2 The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the Service provider's failure to complete its obligations under the Contract.
- 6.3 The Performance Security shall be denominated in Indian Rupees and shall be in one of the following forms:
 - a. A Bank guarantee, issued by a nationalized/scheduled bank in the form provided in the tender documents or another form acceptable to the Purchaser; or
 - b. A cashier's check or Banker's certified check, or crossed demand draft or pay order drawn in favour of the Purchaser.; or
 - c. Specified small savings instruments duly pledged to the Purchaser.
- 6.4 The Performance Security will be discharged by the Purchaser and returned to the Service provider not later than 60 days following the date of completion of the Service provider's performance obligations, including any Warranty obligations, under the Contract.
- 6.5 In the event of any contract amendment, the Service provider shall, within 20 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract as amended for 60 days after the completion of performance obligations including Warranty obligations.

7. Third Party Inspections and Tests

- 7.1 If required the Purchaser or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Purchaser. SCC and the Technical Specifications shall specify what inspections and tests the Purchaser requires and where they are to be conducted. The Purchaser shall notify the Service provider in writing in a timely manner of the identity of any representatives retained for these purposes.
- 7.2 The Quality inspections and tests may be conducted by any Central or State Government Undertaking or Third Party notified by the Karnataka State Government or

a committee formed by the Board .

- 7.3** Should any inspected or tested Goods fail to conform to the specifications, the Purchaser may reject the goods and the Service provider shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Purchaser.
- 7.4** The Purchaser's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival at Project Site shall in no way be limited or waived because of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods shipment.
- 7.5** Nothing in GCC Clause 7 shall in any way release the Service provider from any warranty or other obligations under this Contract.
- 7.6** Manuals and Drawings
- 7.8.(1)** Before the goods and equipment are taken over by the Purchaser, the Service provider shall supply operation and maintenance manuals together with drawings of the goods and equipment. These shall be in such detail as will enable the Purchaser to operate, maintain, adjust and repair all parts of the equipment as stated in the specifications.
- 7.8.(2)** The manuals and drawings shall be in the ruling language (English) and in such form and numbers as stated in the contract.
- 7.8.(3)** Unless and otherwise agreed, the goods and equipment shall not be considered to be completed for the purpose of taking over until such manuals and drawings have been supplied to the Purchaser.
- 7.7** For the System & Other Software the following will apply:
The Service provider shall provide complete and legal documentation of hardware, all sub-systems, operating systems, compiler, system software and the other software. The Service provider shall also provide licensed software for all software products, whether developed by it or acquired from others. The service provider shall also indemnify the purchaser against any levies/penalties on account of any default in this regard.
- 7.8** Acceptance Certificates:
- 7.9(1)** On successful completion of acceptability test, receipt of deliverables etc, and after the purchaser is satisfied with the working of the system, the acceptance certificate signed by the service provider and the representative of the purchaser will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

8. Packing

Not applicable

9. Delivery and Documents

- 9.1** Delivery of the CMC and ancillary goods and services shall be made by the Service provider in accordance with the terms specified by the Purchaser in the Notification of Award. The details of shipping and/or other documents to be furnished by the service provider are specified in SCC.

10. Insurance

Not applicable

11. Transportation

- 11.1** Where the Service provider is required under the Contract to execute the CMC and ancillary goods and services to a specified place of destination within India defined as Project site, transport to such place of destination in India including insurance, as shall be specified in the Contract, shall be arranged by the Service provider, and the related cost shall be included in the Contract Price

12. Incidental Services

- 12.1** The service provider may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of the on-site assembly and/or start-up of the supplied CMC and ancillary goods and services;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied CMC and ancillary goods and services;
 - (c) furnishing of detailed operations and maintenance manual for each appropriate unit of supplied CMC and ancillary goods and services;
 - (d) performance or supervision or maintenance and/or repair of the supplied CMC and ancillary goods and services, for a period of time agreed by the parties, provided that this service shall not relieve the Service provider of any warranty obligations under this Contract; and
 - (e) Training of the Purchaser's personnel, at the Service provider's plant and/or on-site, in assembly, start-up, operation, maintenance and/or repair of the CMC and ancillary goods and services Goods.

13. Spare Parts

- 13.1** As specified in the SCC, the Service provider may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Service provider:
- a) such spare parts as the Purchaser may elect to purchase from the Service provider, providing that this election shall not relieve the Service provider of any warranty obligations under the Contract; and
 - b) In the event of termination of production of the spare parts:
 - i. advance notification to the Purchaser of the pending termination, in sufficient time to permit the Purchaser to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the Purchaser, the blueprints, drawings and specifications of the spare parts, if requested.
- 13.2** The Service provider shall carry sufficient inventories to assure ex-stock supply of consumable spares for the Goods, such as gaskets, plugs, washers, belts etc. Other spare parts and components shall be supplied as promptly as possible but, in any case, within 10 days of placement of order.

14. Warranty.

- 14.1** The Service provider warrants that the Goods supplied under this Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Service provider further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by the Purchaser's Specifications) or from any act or omission of the Service provider, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
- 14.2** This service and maintenance shall remain valid for 12 months after the Goods or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract, or for 15 months after the date of shipment from the place of loading whichever period concludes earlier. The Service provider shall, in addition, comply with the performance and/or consumption guarantees specified under

the Contract. If for reasons attributable to the Service provider, these guarantees are not attained in whole or in part, the Service provider shall at its discretion either:

- (a) make such changes, modifications, and/or additions to the Goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests in accordance with SCC4; OR
 - (b) pay liquidated damages to the Purchaser with respect to the failure to meet the contractual guarantees. The rate of these liquidated damages shall be as specified in the Technical Specifications.
- 14.3** The Purchaser shall promptly notify the Service provider in writing of any claims arising under this warranty.
- 14.4** Upon receipt of such notice, the Service provider shall, within the period of 3 days and with all reasonable speed, repair or replace the defective Goods or parts thereof, free of cost at the ultimate destination. The Service provider shall take over the replaced parts/goods at the time of their replacement. No claim whatsoever shall lie on the Purchaser for the replaced parts/goods thereafter.

SCOPE OF MAINTENANCE

1. The main scope of work includes CMC of HARDWARES AND SOFTWARE OF KSES SCHEME - CCTV surveillance systems, DVR, servers, all other related items and application, software installed, Software redevelopment and modification according to the requirements, software maintenance and support at the District Treasury Offices across Karnataka state, as mentioned in the Annexure of Section XII during the contract period to ensure proper functioning of CCTV Surveillance System and attending to break down calls on urgent basis. Importantly in the Time of KSEAB Exams, and Exams conducted by other Department and Boards. Providing of service to other than Purchaser Service Provider Must take Prior Permission from the Purchaser.
2. CMC shall include application software maintenance and system software licenses already existing if at all any changes or enhancement required to the software.
3. The Hardware, software and other items are already installed and maintained by the KSEAB through agency under KSES Scheme. (List of hardware items enclosed in Section XII Annexure 1, 2 and 3).
4. Bidder shall take over the Hardware, software and other items of KSES Scheme covered by the CMC by the previous agency.
5. CMC shall include cloud video & biometric system web-based portal maintenance.
6. CMC shall include DNS hosts management (40 hosts) DNS server management.
7. CMC shall include ongoing support/maintenance/management service with State Data enter. Ongoing support for using with Government SMS provider for SMS alerting.
8. CMC shall include Operation support for Servers used in SDC.
9. CMC shall include maintenance support for mail forwarder relay, VPN forwarder relay and server support for mail forwarder relay.
10. The system software licenses if at all required for network, Firewall equipment's [IDS/IPS related activities], the vendor shall have to procure those licenses in the name of Director, Exams, KSEAB and not in the vendor's name.
11. CMC shall include Web Security Audit of the application software through e-Governance identified agency or by referring "cert-in.org" portal.

12. CMC shall include Technical support and maintenance for the application software.
13. CMC shall include repair, replacement of defective Hardware Items and parts (DVR, HARD DISC, CAMERA, BNC, SMPS, SWITCH, LED MONITOR, RACK, CABLE,Anex Gate ACE, VGA CABLE VIDA TAG, POWER SUPPLY ADAPTER, 12 V DC,VPN CONNECTOR, SERVER, BIOMETRIC SYSTEM ,BARCODE READERS And Other required/necessary Parts of the CMC set up in the concerned Location as per the Annexure-03 of section-XIII Product Specification and with equivalent/higher specification and functional capability as originally available in the systems. Details of such replacement should be furnished to the competent authority.
14. The contractor should ensure uninterrupted proper CCTV recording of video at all the locations, including network cabling and to resolve the issues with respect to connectivity.
15. Necessary back up has to be taken at prescribed intervals in Hard Disc/DVD and to be handed over to the officer in-charge. The provision for DVD/Hard disc shall be included in the scope of work. In the event of non-availability of recorded images/video which may be required for any verification/investigation, the contractor will be held responsible and liable to be penalized with penalty up to the amount of the contract and termination without giving notice.
16. Equipment requiring any repair should normally be repaired within the District Treasury Office premises only. In exceptional cases, when it cannot be repaired onsite and is required to be carried to the workshop, written permission of the District Treasury Officer should be obtained and such equipment are to be carried at the risk and expense of the contractor. Any damage/loss caused to the equipment shall be made good by the contractor. In such cases, the contractor should also make inward and outward entries of the equipment, duly signed by the District Treasury Officer.
17. It shall be the responsibility of the contractor to make all the surveillance system and CCTV work satisfactorily throughout the period of contract and to hand over the CCTV system and accessories in good working condition to this department after the expiry of contract. Handing over report shall be in writing and duly acknowledged by the District Treasury Officer, failing which Performance Security shall be forfeited.
18. The contractor must ensure confidentiality regarding handling of all information obtained within the control room, whether video tapes, snapshots, verbal and other sensitive materials held within the control room and in the District Treasure Office premises.
19. Renting, lending, copying of any software and hardware products is strictly prohibited. Maintenance of accessories such as Mouse, Remote etc should be free of cost only.
20. The contractor should ensure that all storage and apparatus are virus-free.
21. CMC shall include shifting of the Hardware and Software devices from one location to other, there is no extra charges will be paid.
22. CMC shall include Application software to Training to 'Train The Trainers' in Bangalore for pre registration/enrollment and testing as well as training.
23. CMC shall include to change the QP set locations for reinstall/deinstall of CCTV system and UPS facility should be provided.
24. CMC shall include technician present at the site during the examination.
25. CMC shall include Hardware software usage training and also onsite support should be provided and Telephonic support.
26. CMC shall include provisioning and software development.
27. CMC shall include services pertaining to PUE Directors Ante Room & Strong room (n Both

Main and Supplementary Exams)

28. CMC shall include CCTV video: Monitoring Software (CCTV Live Monitoring & Recording Storage to PUE DC. SMS alerts, Camera & video management DNS, Motion etc.
29. Hardware software usage training and also onsite support should be provided and Telephonic support.
30. provisioning and software development.
 - i. Services Pertaining Treasuries Locations during Examination.(Both Main and supplemetory exam)
31. CMC shall include CCTV video: Monitoring Software (CCTV Live Monitoring & Recording Storage to PUE DC. SMS alerts, Camera & video management DNS, Motion etc.
32. Hardware software usage training and also onsite support should be provided and Telephonic support.
33. Povisioning and software development.
 - a. CMC shall include AMC services and Monitoring Service at the Tresuries of the State Government which are Given in the Annexure –
 - b. CMC shall include AMC services at the PUE bulding/ KSEAB building Installation and Monitoring(Strong Room, Ante Room etc. and Monitoring Centre.
 - c. CMC shall include AMC services For the *AneGate* at the SDC.
 - d. CMC should Provide the SIM to the concerned Authorities And Need to Maintain the SIM and SMS alert Facilities.
 - e. CMC shall include AMC and Maintainance Of Monitoring System In Each DC Office of the Concerned Treasury.
 - f. CMC shall include Maintainance Of Software System and Support/ Service Which Includes Upgrading and Maintainance of Software According to the Changes in the Hardware and Etc. 24/7 Back end support During the Examination for the smooth Running.
 - g. CMC shall include Cloud Video & Biometric system Web Based portal maintenance.
 - h. CMC shall include DNS host Management (40 Host) & DNS server Management.
 - i. Ongoing Support/maintenance/ management Service with SDC.
 - j. Ongoing Support for Using with Govt. SMS Provider For SMS Alerting.
 - k. Operational Support for approx.. 05 Server used in SDC.
 - l. Services Pertaining to Mail & VPN Server maintenance & Support
34. Maintenance support for mail forwarder relay.
35. Maintenance support for VPN forwarder relay.
36. Server Support for Mail forwarder relay.
 - a. The Service Provider Should Provide the Service and Maintainance in New QP set Locations witout any extra charges. (If Required new QP set Locations will be set.)

GENERAL DESCRIPTION OF THE SERVICE

- 1) The successful tenderer shall provide technical support with duly skilled and experienced personnel, totally conversant with the equipment and CCTV for managing all systems carrying out the necessary preventive and corrective maintenance, including analysis, trouble shooting and knowledge transfer/guidance for local staff to manage all systems and equipment stipulated in this Scope.
- 2) The successful tenderer shall conduct monthly inspection and ensure that all equipment, systems and other components are in good working condition. A comprehensive test shall be conducted and a detailed report shall be submitted to the purchaser.
- 3) The successful tenderer shall respond to any corrective maintenance requirement immediately upon receiving the maintenance call, within 24 hours of registering the call, and submit a report detailing the nature of trouble, cause and solution provided with the current status of the system.
- 4) The successful tenderer shall be responsible for any installations/uploading of the software updates in client site or any updates online.
- 5) CMC includes preventive and corrective maintenance of all listed items (Annexure-) . This will also include periodic cleaning, testing and calibration of relevant equipment or its components.
- 6) A quarterly maintenance chart should be maintained and got it signed from concerned officer and submitted along with the bill.
- 7) Free replacement should be provided in case of any defect/fault/failure in any spare part related to CCTV system during the contract period. (DVR, HARD DISC, CAMERA, BNC, SMPS, SWITCH, LED MONITOR, RACK, CABLE, Anex Gate ACE, VGA CABLE VIDA TAG, POWER SUPPLY ADAPTER, 12 V DC,VPN CONNECTOR, SERVER, BIOMETRIC SYSTEM ,BARCODE READERS And Other required/necessary Parts of the CMC set up in the concerned Location as per the Annexure-03 of Section-XIII Product Specification. The parts/components/sub-assemblies used for repair/replacement by the successful tenderer will be of the same/equivalent or higher make and functional capability as originally available in the systems.
- 8) KSEAB reserves the right to increase or decrease quantities of any item of the work and the successful tenderer shall maintain the same at the rate quoted for similar hardware item.
- 9) No transportation charges, whatsoever shall be paid by this office for any type of services.
- 10) It shall be the responsibility of the successful tenderer to ensure that sufficient numbers of standby equipment/components are kept at this office to meet the stipulated response time.
- 11) The systems that are not serviceable due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract, subject to production of verifiable and valid documents. The decision of Head of this Office regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated by the KSEAB and equivalent maintenance charges shall be deducted from the amount due to the tenderer.
- 12) The tenderer shall maintain adequate standby equipment of equivalent configuration for handling major repairs and requiring shifting of such equipment to their test and repair centre, with written permission from the authorized officer.
- 13) Service request should include shifting of hardware and retrieval of data from the Network Video Recorder and Network Attached Storage whenever it is required by this office.

- 14) Any software and firmware upgrade / enhancement / engineering changes applicable to the hardware and software supplied should be provided within a period of one month from the date of release.
- 15) The tenderer is responsible to have a back-end/ back-to-back support contract/agreement/arrangement for services including supply of spare parts, expertise requirements etc. with the Original Equipment Manufacturers (OEMs) of CCTV peripherals which includes the post-sales support activities to meet the Service Level Agreement (SLA) mentioned for the entire solution period.
- 16) The digital conversion should ensure secure and ready video access from virtually anywhere on network.
- 17) The maintenance work shall be carried out 24*7*365 without any interruption and for this purpose adequate number of appropriately qualified and experienced personnel should be deployed at the spot.
- 18) It is the responsibility of the tenderer to identify all the-required software licenses for all the systems and to provide and renew any missing licenses for the same.
- 19) The CMC scope shall broadly comprise of:
- 20) Preventive Maintenance visits:

The bidder shall carryout quarterly preventive maintenance visits. Purpose of visit is to check proper working of system. Bidder shall follow preventive maintenance schedule as per OEM's recommendations. Following activities shall be carried out during the site visit:

- Check the camera, monitor, server & operator station functioning, KVM extender keyboard and overall healthiness of the system.
- Cleaning of the camera internals, housing glass and functioning of the wiper system.
- Checking of lens operation, Zoom-in, Zoom-out function, Pan & Tilt movement.
- Checking of mechanical components of all CCTV equipments such as enclosure, motor, gears, JB's, etc.
- Check for free motor movement for smooth Pan & Tilt operation. Removal of motor, servicing of motors at site or at Instrument shop, transportation to shop, replacement of worn out parts, installation, checking & commissioning shall be in bidders scope.
- Check the signal level for clear image quality.
- Servicing and greasing of the camera moving parts.
- Check recording and playback functions.
- Check functioning of the KVM extender/Keyboard.
- Report and attend any problem if found during the checking of the system.
- Prepare and submit the service report in tabular format for each & every component in the CCTV system after every visit to the Officer-in-charge. Log book shall be maintained at the control room for the jobs carried out by the vendor. Detail status report shall contain make & model of all equipment.
- In case of any breakdown of Camera or any other equipment, vendor to carry out root-cause analysis & proper precautions to be taken to avoid it happening again.
- Service record sheets, schedule & check list are to be maintained. It is to be signed by vendor's service engineer & Estate Officer after every service/check.

14.1. Breakdown maintenance service:

- In case of system breakdown, Vendor shall depute Engineers to restore the system at the earliest, within 24 Hours.
- In the event of any failure or malfunctioning of the system, experienced service engineer shall be made available at site within 24 hrs on the receipt of such information from the owner by phone/email/SMS etc.
- The engineer shall attend the problem and submit root cause analysis report of the failure.

16.22. There shall be no limitation on the number of emergency visits.

The vendor shall have the responsibility to maintain the mandatory spares during CMC period.

16.23. It is the responsibility of the contractor to provide necessary training for the staff/personnel of the KSEAB in the day today operation of the CCTV system.

16.24 QP set locations for reinstall/uninstall of CCTV system AND also service provider Should provide service in new QP set locations if demande by Purchaser without any extra cost.

Manpower deployment

- 1) The contractor will deploy only technically qualified and experienced service engineers and technicians at the site for carrying out all the required maintenance activities of the contract and for managing the surveillance Control room during the contract period. Based on job requirement, the contractor may deploy additional skilled/unskilled manpower on their own for additional assistance and also Contractor shall provide services to the additional QP set Locations without charging extra charges.
- 2) The staff must have minimum of three (3) years of experience in the field of CCTV and security system and should be totally conversant with the scope of work.
- 3) All pre-requisites such as safety training, police verification, EPF, ESI, Group insurance policy, On-line submission of forms & other formalities are to be carried out by contractor.
- 4) The contractor shall furnish complete particulars and bio-data of the-staff deployed at the client's premises (Name, qualification, date of birth, experience, contact number, address etc) along with this agreement. The staff deployed by the contractor should wear/carry their identity cards at all times. Prior to deploying or assigning the personnel for the performance of this Contract, the contractor shall submit complete sets of CVs along with the documentary evidence of qualification and experience for the personnel to KSEAB, to ensure the technical capability of the personnel.
- 5) The required technicians shall have technical qualification in the related area All assigned personnel shall be less than 40 years of age, healthy and physically fit for the service under the Contract.
- 6) The staff deployed should capture, store, and analyze digital Video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people & property.
- 7) Authorized personnel should be able to check the images of specific locations, people, and events, anytime and anywhere, without reviewing countless hours of video recordings.
- 8) Contractor shall take necessary precautions to ensure that there is no damage to existing facilities in any form. Cost of damage, if any, by action of contractor's staff will be debited o their account.

- 9) The performance of contractor's staff will be subjected to periodical evaluation by KSEAB. The Contractor shall act immediately on KSEAB recommendations or directions for corrective action to ensure their satisfactory performance.
- 10) Contractor shall obtain prior approval from KSEAB for the replacement or termination of Contractor's personnel.
- 11) When Contractor's personnel are found to be unsuitable or incompetent to perform their duties, the Contractor shall provide replacement at his cost immediately upon the request of KSEAB.
- 12) Contractor is responsible for compliance to the provisions of the Labour Act, Employees' Provident Fund Act, Employees' State Insurance scheme for its personnel.
- 13) Contractor shall be fully responsible for performing the maintenance services conducted by its personnel.

14) Performance Security

Performance Security @ 5% of the contract value should be furnished in the form of Demand Draft or Bank Guarantee (Annexure B) obtained from a nationalized Bank, which shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the Bidder including warranty obligations. The same will be released only after expiration of the validity. This should be submitted within fourteen days of issue of Letter of intent and should enter into an agreement with KSEAB.

15.) Penalty for unsatisfactory/non-performance

- a) If the services provided by the Contractor under this maintenance services contract are not to the full satisfaction of this Office, the maintenance contract may be terminated by this office and the charges shall be payable only up to the period, till which the Contractor has rendered satisfactory services. The decision of the Secretary, KSEAB in this regard shall be final and binding on both the parties.
- b) In case of non-compliance with the contract, KSEAB reserve the right to cancel/rescind/revoke the contract and impose suitable penalty in proportion to the damages.
- c) The maximum response time for repairing the system shall not be more than one day. After continuous three days of time, if Contractor fails to repair system/providing equivalent standby equipment, an amount of Rs 300.00 per system/sub-system per day as penalty will be applicable.

16.) Assignment, subletting and outsourcing

The entire work included in this contract shall be executed by Contractor and shall not directly or indirectly transfer, assign sublet, the contract or any part thereof or interest therein without the written consent of the KSEAB. In the event of doing so, it shall result in termination of contract and forfeiture of performance guarantee.

Penalty for downtime shall be counted from the time beyond the prescribed time for which the problem remains unresolved, after being reported to the service provider through the Call Centre or e-mail. The bidder shall provide a Call Centre number and a specific e-mail id for complaint redressal.

Late Execution/delivery: As detailed in GCC clause 16 and 17

Maintenance and Service Time to resolve problem	Penalty
Up to 05 hrs. from time of lodging complaint	None
For every additional 1 hrs. or part thereof (Separate Penalty Charges will be applied for Each Location.)	Rs 1,000/ per Location

The penalty amount shall be recovered from the payment due to the service provider and the performance Bank Guarantee.

SLA Exclusions

1. Any planned downtime that has been approved by the purchaser.
2. Downtime due to issues outside the scope of the service provider.
 - a) If any Component gives continuous trouble, (five times in a month) during the Warranty/Service period, the Service provider shall replace the Component without any additional cost to the Purchaser.
 - b) Warranty, as specified in GCC Clause 10.2, shall be “onsite” (onsite means the institute where are components have been installed).
 - c) The Service provider shall provide sufficient contact details along with computers for the beneficiaries to contact for any defect in the equipment and avail service.

15. Payment

- 15.1. The Service provider's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Goods supplied, and by documents, submitted pursuant to GCC Clause 7, and upon fulfillment of other obligations stipulated in the contract.
- 15.2. Contract price shall be released after the deduction of TDS under both, Income-tax Act/Rules and Goods and Service tax at the prevailing rate to the service provider on producing relevant documents of supply to all the destinations against delivery challans duly signed with official seal of the accepting authority. No delivery challan is accepted without the date of acceptance written by the accepting authority.
- 15.3. Payment will be released after the confirmation by the respective DDPU. Service provider shall collect the confirmation and shall submit the same along with Invoice. And Payment will be Released Quarterly Basis.
- 15.4. Payment shall be made in Indian Rupees.

16. Prices

- 16.1. Prices payable to the Service provider as stated in the contract shall be firm during the performance of the contract.

17. Change Orders

- 17.1. The Purchaser may at any time, by written order given to the Service provider pursuant to GCC Clause 30, make changes within the general scope of the Contract in any one or more of the following:
- a. Drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - b. The upgradation, and addition to the current software.
 - c. The place/Location of maintenance/ Relocation/ Shifting of Centre No extra cost should be paid for the Shifting of centres.
 - d. The Services to be provided by the Service provider.
- 17.2. If any such change causes an increase or decrease in the cost of, or the time required for, the Service provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Service provider for adjustment under this clause must be asserted within Ten(10) days from the date of the Service provider's receipt of the Purchaser's change order.

18. Contract Amendments

- 18.1. No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

19. Assignment

- 19.1. The Service provider shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.

20. Subcontracts

- 20.1. The Service provider shall notify the Purchaser in writing of all subcontracts awarded under this Contract if not already specified in the tender. Such notification, in his original tender or later, shall not relieve the Service provider from any liability or obligation under the Contract. Sub-contracts shall be only for bought out items and sub-assemblies.
- 20.2. Subcontracts must comply with the provisions of GCC Clause 2.

21. Delays or discrepancies in the Service provider's Performance

- 21.1. Delivery of Goods shall be made by the Service provider in accordance with the time schedule specified by the Purchaser in the Schedule of Requirements.
- 21.2. If at any time during performance of the Contract, the Service provider should encounter conditions impeding timely supply of goods, the Service provider shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service provider's notice, the Purchaser shall evaluate the situation and may, at its discretion, extend the Service provider's time for performance with or without liquidated damages. In which case the extension shall be ratified by the parties by amendment of the Contract.
- 21.3. Except as provided under GCC Clause 24, a delay by the Service provider in the performance of its delivery obligations shall render the Service provider liable to the imposition of liquidated damages pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of liquidated damages.

22. Liquidated Damages

Subject to GCC Clause 24, if the Service provider fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the Contract Price.. Once the maximum is reached, the Purchaser may consider termination of the Contract pursuant to GCC Clause 23.

23. Termination for Default

- 23.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service provider, terminate the Contract in whole or part:
- (a) If the Service provider fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC.
 - (b) If the Service provider fails to perform any other obligation(s) under the Contract.
 - (c) If the Service provider, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
 - (d) Purchaser may give a Notice to the Service provider for the Inconvenience/fails to perform the obligation of contract, the Purchaser Reserve the right to Terminate the Contract at any Point of time during period of contract.

For the purpose of this Clause :

“Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.

“fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

- 23.2. In the event the Purchaser terminates the Contract in whole or in part, pursuant to GCC Clause 23.1, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Service provider shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Service provider shall continue the performance of the Contract to the extent not terminated.

24. Force Majeure

- 24.1. Notwithstanding the provisions of GCC Clauses 21, 22, 23, the Service provider shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 24.2. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Service provider and not involving the Service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

24.3. If a Force Majeure situation arises, the Service provider shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Service provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

25. Termination for Insolvency

25.1. The Purchaser may at any time terminate the Contract by giving written notice to the Service provider, if the Service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

26. Termination for Convenience

26.1. The Purchaser, by written notice sent to the Service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Service provider under the Contract is terminated, and the date upon which such termination becomes effective.

26.2. The Goods that are complete and ready for shipment within 30 days after the Service provider's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

- (a) To have any portion completed and delivered at the Contract terms and prices; and/or
- (b) To cancel the remainder and pay to the Service provider an agreed amount for partially completed Goods and for materials and parts previously procured by the Service provider.

26.3. Pursuant to clause 26.1 the Purchaser reserves the right to terminate the contract at any time during the contract period.

27. Settlement of Disputes

27.1. The Purchaser and the service provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Service provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

- a. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract.
- b. Arbitration proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.3. Notwithstanding any reference to arbitration herein,

- c. The parties shall continue to perform their respective obligations under the Contract unless they

- d. otherwise agree; and
- e. The Purchaser shall pay the Service provider any monies due the Service provider.

28. Limitation of Liability

- 28.1. Except in cases of criminal negligence or willful misconduct, and in the case of infringement,
- (a) The Service provider shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or 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 the Service provider to pay liquidated damages to the Purchaser; and
 - (b) The aggregate liability of the Service provider to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing Language

- 29.1. Contract shall be written in English language. Subject to GCC Clause 30, English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

30. Applicable Law

- 30.1. The Contract shall be interpreted in accordance with the laws of the Union of India.

31. Notices

- 31.1. Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by cable, telex or facsimile and confirmed in writing to the other Party's address specified in SCC.
- 31.2. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

32. Taxes and Duties

- 32.1. Service providers shall be entirely responsible for all statutory taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted Goods to the Purchaser.

SECTION IV: SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the General Conditions is indicated in parentheses.

1. Definitions (GCC Clause 1)

- (a) The Purchaser is Karnataka Secondary Education Examination Board.
- (b) The Service provider is (To be filled at the time of Contract signature)

2. Third Party Inspection and Tests (GCC Clause 7)

Third Party Inspection and tests prior to shipment of Goods and at final acceptance are as follows:

- (i) Third Party Inspection of the Goods shall be carried out to check whether the Goods are in conformity with the technical specifications attached to the contract and shall be in line with the inspection/test procedures laid down in the Technical Specifications and the General Conditions of contract. Following broad test procedure will generally be followed for inspection and testing of machine. The service provider will dispatch the goods to the ultimate consignee after Third Party inspection testing along with the service provider's inspection report and manufacturer's warranty certificate.
- (ii) The acceptance test will be conducted by the Third party notified by the Government of Karnataka. There shall not be any additional charges for carrying out acceptance tests. No malfunction, partial or complete failure of any part of hardware or excessive heating of motors attached to printers, drivers etc. or bugs in the software should occur. All the software should be complete and no missing modules/sections will be allowed. The service provider shall maintain necessary log in respect of the results of the tests to establish to the entire satisfaction of the purchaser, the successful completion of the test specified.
- (iii) Post-delivery inspection at district level will be conducted.
- (iv) In the event of the hardware and software failing to pass the acceptance test at both post-delivery inspection and pre-delivery inspection, a period not exceeding one week will be given to rectify the defects and clear the acceptance test, failing which the purchaser reserves the rights to get the equipment replaced by the service provider at no extra cost to the purchaser.

3. Delivery and Documents (GCC Clause 9)

Upon delivery of the Goods, the service provider shall notify the purchaser and the insurance company by email/cable/telex/fax the full details of the shipment including contract number, railway receipt number and date, description of goods, quantity, name of the consignee etc. The service provider shall mail the following documents to the purchaser with a copy to the insurance company:

- (i) Three Copies of the Service provider invoice showing contract number, goods' description, quantity, unit price, total amount;
- (ii) Railway receipt/acknowledgment of receipt of goods from the consignee(s);
- (iii) Four Copies of packing list identifying the contents of each package;
- (iv) Insurance Certificate;
- (v) Manufacturer's/Service provider's warranty certificate;
- (vi) Inspection Certificate issued by the nominated inspection agency, and the Service

provider's factory inspection report; and

The above documents shall be received by the Purchaser before arrival of the Goods (except where the Goods have been delivered directly to the Consignee with all documents) and, if not received, the Service provider will be responsible for any consequent expenses.

4. Incidental Services (GCC Clause 12)

The following services shall be furnished and the cost shall be included in the contract price:

- a. Performance of the on-site assembly, commissioning and supply of packed items to all the districts.
- b. Furnishing the detailed operation and maintenance manuals for each items of supply at each location.
- c. Maintenance and repair of the equipment at each location during the warranty period including supply of all spares. This shall not relieve the service provider of any warranty obligations under this contract.
- e. Maintenance and/or repairs of the supplied goods for a period of two years during the warranty period.

5. Payment (GCC Clause 15)

(i) The Service provider's request(s) for payment shall be made to the Purchaser in writing on quarterly Basis.

accompanied by an invoice describing, as appropriate, the Goods supplied, and by documents, submitted pursuant to GCC Clause 7, and upon fulfillment of other obligations stipulated in the contract.

(ii) Contract price shall be released after the deduction of TDS under Income-tax Act/Rules and Goods and Service tax at the prevailing rate to the service provider on producing relevant documents of supply to all the destinations against delivery challans duly signed with official seal of the accepting authority. No delivery challan is accepted without the date of acceptance written by the accepting authority.

(iii) Payment will be released after the completion of post-delivery inspection at district.

(iv) Payment shall be made in Indian Rupees on quarterly Basis.

6. Settlement of Disputes (Clause 27)

The dispute settlement mechanism to be applied pursuant to GCC Clause 27.2 shall be as follows:

- (a) In case of Dispute or difference arising between the Purchaser and a domestic service provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996 by a Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the ⁹Indian Council of Arbitration/President of the Institution of Engineers (India)/The International Centre for Alternative Dispute Resolution (India). A certified copy of the appointment Order shall be supplied to each of the Parties.
- (b) Arbitration proceedings shall be held at Bengaluru, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- (c) The decision of the Arbitrator shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings shall be borne by each party itself.

7. Notices (Clause 31)

For the purpose of all notices, the following shall be the address of the Purchaser and Service provider.

Purchaser: Karnataka School Examination and Assessment Board,
6th cross, Malleshwaram, Bengaluru-560 003

Service provider: (To be filled in at the time of Contract signature)

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8. Progress of Supply:

Service provider shall regularly intimate, on day to day basis, the progress of supply, in writing, to the Purchaser as under

- Quantity offered for inspection and date;
- Quantity accepted/rejected by inspecting agency and date;
- Quantity dispatched/delivered to consignees and date;
- Quantity where incidental services have been satisfactorily completed with date;

9 . Right to use defective equipment:

In the contract Period the operation or use of the equipment proves to be unsatisfactory, the Purchaser shall have the right to continue to operate or use such equipment until rectifications of defects, errors or omissions by repair or by partial or complete replacement is made without interfering with the Purchaser’s operation.

10. Service provider Integrity:

The service provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

11. Service provider’s Obligations:

The Service provider is obliged to work closely with the Purchaser’s staff, act within its own authority and abide by directives issued by the Purchaser and implementation activities.

The Service provider will abide by the job safety measures prevalent in India and will free the Purchaser from all demands or responsibilities arising from accidents or loss of life the cause of which is the Service provider’s negligence. The Service provider will pay all indemnities arising from such incidents and will not hold the Purchaser responsible or obligated.

The Service provider is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors.

The Service provider will treat as confidential all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.

12. Patent Rights:

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in the Purchaser’s country, the service provider shall act expeditiously to extinguish such claim. If the service provider fails to comply and the Purchaser is required to pay compensation to a third party resulting from such infringement, the service provider shall be responsible for the

compensation including all expenses, court costs and lawyer fees. The Purchaser will give notice to the service provider of such claim, if it is made, without delay.

13. Site Preparation and Installation :

The Purchaser is solely responsible for the construction of the hardware sites in compliance with the technical and environmental specifications defined by the Supplier. The Purchaser will designate the installation sites before the scheduled installation date to allow the Supplier to perform a site inspection to verify the appropriateness of the sites before the installation of the hardware.

14. Hardware Installation:

The Service provider will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation before the dispatch of equipment. The Service provider shall install OS and configure before dispatching and also The Service provider should provide the service of shifting of equipments and assembling in a new Station/Place which will be given in orders/letter by the Purchaser.

15. Hardware Maintainance

The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption for at least 98% uptime for 24 hours a day, 7 days a week of operation of the machine 11 worked on a quarterly basis.

If any critical component of the entire configuration is out of service for more than three days, the Supplier shall either immediately replace the defective unit or replace it at its own cost.

The Supplier will respond to a site visit and commence repair work on the equipment within 24 hours of being notified of equipment malfunction.

16. Training:

For each hardware and software component installed, the Supplier is required to train The designated Purchaser's technical and end-user personnel to enable them to effectively operate the total system. The training schedule will be agreed to by both parties during the performance of the Contract

17. Technical Documentation :

The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.

18. Debarment:

The Procurement Entity may proceed with debarring such tenderer or contractor or service provider or any of the successor of the tenderer or contractor or service provider who has engaged directly or through an agent in a corrupt or fraudulent practices in participating or competing or executing the contract including misleading the Procurement Entity at any stage of procurement and executing activity, by following the procedure as laid down in rule 26A of KTPP Rules 2000 or submit the proposal to the Government through state Level Debarment Committee as laid down in rule 26B of KTPP Rules 2000 to debar a tenderer or contractor or service provider, in the public interest and on the grounds specified in the KTPP Act 1999 and Rules 2000.

SECTION V: SCHEDULE OF REQUIREMENTS

<u>S.No</u>	<u>Comprehensive Maintenance Contract (CMC)</u> <u>Brief Description of CMC(Refer Section XIII.)</u>
	<p><u>SOFTWARE</u></p> <ul style="list-style-type: none"> • Software system maintenance support/service which includes-Upgrading and maintaining software according to the changes in the hardware, for 24/7 back end support during the examination for smooth running of software and exam, for Cloud Video & Biometric system Web based portal maintenance and for new feature additions- (this will be an add-on cost based on type of feature addition) • Ongoing support/ maintenance/ management service with SDC, Support for Gov. SMS provider for SMS alerting (SMS sending taken care by Gov. SMS provider), Operational support for approximate 5 servers used in SDC and DNS hosts management (40 hosts)/DNS Server management. • Maintenance support for mail forwarder relay, VPN forwarder relay and server support for mail forwarder relay, VPN, <p><u>HARDWARE MAINTENANCE AND REPLACEMENT</u></p> <ul style="list-style-type: none"> • CCTV cameras, DVR, HARDDISK, BNC CONNECTORS, DC PIN, CABLE, MONITORS, SMPS, BIOMETRIC and BARCODE READERS etc. in all District Treasuries and Sub Treasuries(35 Locations), Strong Room, Ante room and other cameras(120Cameras) in DPUE head Office, KSEAB Head Office, Monitoring centers(all Districts DC office and KSEAB head office), • Including UPS • SIMS (To all District Treasury office Locations for network connection) • Anexgate Ace, • Vidatag • Barcode Scanner and Printer <p><u>SERVICE PERTAINING TO PRE-REGISTRATIONS, QP SETTING LOCATIONS, ANTI ROOM & STRONG ROOM AND TREASURIES LOCATIONS FOR KSEAB EXAMS AND EXAMS CONDUCTED BY OTHER DEPARTMENTS AND BOARDS.</u></p> <ul style="list-style-type: none"> • CCTV Monitoring Service, Application software training to “Train the Trainers” in Bangalore for pre-registration/enrolment and testing as well as training. • QP set locations for reinstall/uninstall of CCTV system AND also service provider Should provide service in new QP set locations if demanded by Purchaser without any extra cost. • Technician service at site. • Hardware & Software usage training & remote onsite/telephonic support. • Provisioning and software deployment. <p>CCTV video: Monthly software license (CCTV live monitoring, recording storage to KSEAB, DC, SMS alerts, camera & video management, DNS, motion),</p>

Note: 1. Refer Section XIII.

- 2. The DIRECTOR EXAMS, KSEAB, reserves the right to increase/decrease 25% of the above requirements.**

SECTION VI

TECHNICAL SPECIFICATIONS

Note:-

Technical Specification Of the Hardware Installed are as per the Tap committee approved List.
Section- XII and Annexure -I and III

SECTION VII: QUALIFICATION CRITERIA

(Referred to in Clause 9.2 of ITT)

1. The Tenderer shall be either proprietorship or partnership firm or a company registered under the companies Act 1956 or a registered society.
2. The turnover of the tenderer shall not be less than Rs 1.00 crore each in the years , 2020-21, 2021-22, 2022-23.
3. GST Registration Certificate
4. Copy of the PAN card of the firm has to be uploaded as detailed below
 - a) If a firm is sole proprietorship PAN card copy of the proprietorship
 - b) If a firm is partnership PAN card copy of the firm only (partners PAN card copy will not be considered)
 - c) If a firm is private Ltd... or Public Ltd.. Company, PAN card copies of the company.
5. Audited balance sheet and Profit and Loss account for the years 2019-20, 2020-21, 2021-22 has to be uploaded (preferably report of the company)
6. Details of Income Tax returns filed for the years 2020-21, 2021-22 & 2022-23
7. Service tax Registration Certificate
8. Previous experience in any Government sector Organisations in State govt. or Central govt. in the format mentioned under Section XII
9. The bidder should have a project/local office/service centre in Bangalore with adequate number of experienced Engineers/Technicians for providing support. Evidence/proof in this regard, like Property tax receipt, Lease/Rent agreement etc and address for communication, telephone number of service centre should be provided.
10. The bidder should have minimum FIVE years' experience in the supply/installation and comprehensive maintenance of surveillance/CCTV systems in Govt. Sector.

SECTION VIII: TENDER FORM

*Office of the DIRECTOR (EXAM), Karnataka School Examination and Assessment Board,
6th Cross, Malleshwaram, Bengaluru – 560003.*

Tender Form for the supply of

From,

.....
.....
.....

To,

The DIRECTOR (Exams),
Karnataka school Examination and Assessment Board, Malleshwaram,
6th Cross, Bengaluru-560003

Sir,

Having examined the Tender Documents including Addenda No:
the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver.
(Description of Goods and Services) in conformity with the said tender documents for the sum
of..... (Total tender amount in words and figures) or such other sums as may be
ascertained in accordance with the Schedule of Prices attached herewith and made part of this
tender.

We undertake, if our tender is accepted, to deliver the service in accordance with the
delivery schedule specified in the Schedule of Requirements.

If our tender is accepted, we will obtain the guarantee of a bank in a sum equivalent to 5%
of the Contract Price for the due performance of the Contract, in the form prescribed by the
Purchaser.

We agree to abide by this tender for the Tender validity period specified in Clause 2 of the
ITT and it shall remain binding upon us and may be accepted at any time before the expiration of
that period.

Until a formal contract is prepared and executed, this tender, together with your written
acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above
contract, we will strictly observe the laws against fraud and corruption in force in India namely
“Prevention of Corruption Act 1988”.

We understand that you are not bound to accept the lowest or any tender you may receive.
We clarify/confirm that we comply with the eligibility requirements as per ITT Clause 1 of the
tender documents.

(Signature)

(SCAN AND UPLOAD)

SECTION VIII-A

TECHNICAL BID

S.N	Details required	Uploaded
1	Name and address of the firm (Addresses of the head office and local branch office should be given separately)	
2	Year of establishment (Registration copy should be uploaded enclosed as specified under Section VII)	
3	turnover for the years 2019-20, 2020-21 and 2021-22	
4	Copy of the PAN card (As specified under Section VII)	
5	Audited balance sheet and Profit and Loss account for the years 2019-20, 2020-21 and 2021-22	
6	EMD of Rs.4,50,000/-	
7	Income Tax returns filed for the years 2020-21, 2021-22 and 2022-23	
8	Service Tax Registration certificate/GST	
9	Previous experience in the format mentioned under Section XI	

***Note: The Enclosures related to Sl.No. 1 to 9 must be self-attested and uploaded**

Seal and signature of the Tenderer

(SCAN AND UPLOAD)

SECTION VIII-B

PRICE SCHEDULE

<u>S.No</u>	<u>Comprehensive Maintenance Contract (CMC)</u> <u>Brief Description of CMC</u>	<u>(CMC PERIOD)</u>	<u>PRICE per 01 year CMC (Inclusive all statutory taxes)</u>	<u>TOTAL AMOUNT FOR 5 YEARS</u>
	<p><u>SOFTWARE</u></p> <ul style="list-style-type: none">• Software system maintenance support/service which includes- Upgrading and maintaining software according to the changes in the hardware, for 24/7 back end support during the examination for smooth running of software and exam, for Cloud Video & Biometric system Web based portal maintenance and for new feature additions- (this will be an add-on cost based on type of feature addition)• Ongoing support/ maintenance/ management service with SDC, Support for Gov. SMS provider for SMS alerting (SMS sending taken care by Gov. SMS provider), Operational support for approximate 5 servers used in SDC and DNS hosts management (40 hosts)/DNS Server management.• Maintenance support for mail forwarder relay, VPN forwarder relay and server support for mail forwarder relay, VPN, <p><u>HARDWARE MAINTENANCE AND REPLACEMENT</u></p> <ul style="list-style-type: none">• CCTV cameras, DVR, HARDDISK, BNC CONNECTORS, DC PIN, CABLE, MONITORS, SMPS, BIOMETRIC and BARCODE READERS etc. in all District Treasuries and Sub Treasuries(35 Locations), Strong Room, Ante room and other cameras(120Cameras) in DPUE head Office, KSEAB Head Office, Monitoring centers(all Districts DC office and KSEAB head office),• Including UPS• SIMS (To all District Treasury office Locations for network connection)• Anexgate Ace,• Vidatag	5 years		

	<ul style="list-style-type: none"> • Barcode Scanner and Printer <p><u>SERVICE PERTAINING TO PRE-REGISTRATIONS, QP SETTING LOCATIONS, ANTI ROOM & STRONG ROOM AND TREASURIES LOCATIONS FOR KSEAB EXAMS AND EXAMS CONDUCTED BY OTHER DEPARTMENTS AND BOARDS.</u></p> <ul style="list-style-type: none"> • CCTV Monitoring Service, Application software training to “Train the Trainers” in Bangalore for pre-registration/enrolment and testing as well as training. • QP set locations for reinstall/uninstall of CCTV system AND also service provider Should provide service in new QP set locations if demanded by Purchaser without any extra cost. • Technician service at site. • Hardware & Software usage training & remote onsite/telephonic support. • Provisioning and software deployment. CCTV video: Monthly software license (CCTV live monitoring, recording storage to KSEAB, DC, SMS alerts, camera & video management, DNS, motion), 			
	TOTAL AMOUNT			

DATE :
PLACE:

SIGNATURE OF THE TENDERER
NAME ADDRESS AND SEAL

.....

(SCAN AND UPLOAD)

SECTION IX: EMD / BANK GUARANTEE FORM
DELETED

SECTION X
CONTRACT FORM

THIS AGREEMENT made the day of 20....
Between The.....
..... Of India (Hereinafter called “the Purchaser”) of the one part and
..... (Hereinafter called “the Service Provider”) of the other part:
WHEREAS the Purchaser is desirous that certain ancillary Services
viz.....
(*Brief description of services*) and has accepted a tender by the Service Provider for the supply of
those services in the sum of (Rs in words)
(Hereinafter called “the Contract Price”).

THE PURCHASER AND SERVICE PROVIDER HEREWITH AGREE TO THE TERMS AND CONDITIONS AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as a part of this Agreement, viz.:
 - (a) the Tender Form and the Price Schedule submitted by the Tenderer,
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the General Conditions of Contract;
 - (e) the Special Conditions of Contract; and
 - (f) the Purchaser’s Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Purchaser to provide the services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Service Provider in consideration of the provision of the services and the remedying of defects therein, the Contract Price or such

other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars in the manner of the services which shall be supplied/provided by the Service Providers details are as follows Part-I,Part-II,Part-III and Part-IV:

PART – I			
BRIEF DESCRIPTION OF SERVICES			
Sl. No	Details(including service taxes)	Rate(Rs. in numbers)	

PAYMENT SCHEDULE:

1. The method and conditions of the payment to be made to the service provider under this contract shall be specified in the SCC.
2. The Service providers request(s) for the payment shall be made to the purchaser in writing accompanied by an invoice describing, as appropriate, the Services delivered and the Services performed and by documents, submitted pursuant to GCC Clause 9, and upon fulfillment of other obligation stipulates in the contract.
3. Payment shall be made promptly by the purchaser but in no case later than sixty (60) days after submission of the invoice or claim by the service provider.
4. Payment shall be made in Indian Rupees.

DELIVERY SCHEDULE:

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the said..... (For the Purchaser) in the presence of:.....

Signed, Sealed and Delivered by the said..... (Service Provider)

OTHER CONDITIONS:

5. The service provider shall rectify defects if any and/or replace an item if required by the purchaser as & when need arises.
6. The service provider shall contact the Director Exam in case of any clarification, who will be the nodal officer for all the above procurement.
7. In case of dispute, the service provider shall represent before the Director Exam, who will hear both parties & settle the same amicably.

Service Provider
.....
.....

Purchaser
.....
.....

SECTION XI.

PERFORMANCE SECURITY FORM

To: (Name of Purchaser)

WHEREAS

.....
(Name of Service Provider)

Herein after called "the service provider" has undertaken, in pursuance of contract no.....dated20..... to Supply..... (Description of goods and services) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said contract that the service provider shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with the service provider's performance obligations in accordance with the contract.

AND WHEREAS we have agreed to give the service provider a guarantee: THEREFORE WE hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of (Amount of the guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the contract and without cavil or argument, any sum or sums within the limit of (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the day of20.....

Signature and seal of Guarantors

.....
.....
.....

Date

.....20.....

Address:

.....
.....
.....

SECTION XII

(Please see Clause 9.2 (b) of the Instructions to Tenders)

Performa for Performance Statement for the last Five years

IFT No..... Date of Opening..... Time Hours

Name of the Firm:

.....

Orders placed by (Full address of Purchaser) 1	Order No and Date 2	Description of service ordered 3	Value of Order 4	Date of Completion of service As per contract/ Actual 5	Remarks indicating reasons for late delivery, if any 6	Has the service been satisfactorily Functioning.(Attach a Certificate from the Purchaser if any) 7

Signature and Seal of the Tenderer

(SCAN AND UPLOAD)

SECTION XIII

Annexure-1

Tap committee Approved Items.Specifications.

TAP APPROVAL FOR CCTV INSTALLATION IN 2ND PUC EXAMINATION CENTERS

Department of Pre-University Education,
18th cross, Malleswaram,
Bangalore-560012.

ANNEXURE-1

Details and Specification for TAP Approval for CCTV installation in 2nd PUC Examination centers

1. CCTV CAMERA: Analog Box/Bullet Camera

Requirements: 400 (Approx)

Details for Requirements: In the Department of Pre-University Education approximately 6.5 lakh Students are appearing for II PUC Examination in approximately 1032 examination centres out of this 354 Government PU College 466 Aided PU Colleges & 212 Unaided PU Colleges are functioning as Exam-centers during March 2017. In That centre for each room will be allotted in multiples of 20- students. For the present examination the department has now planned to install-CCTVs in Government PU College-Centers.

Approximate Rate for Each: 4,500/-

Specification:

SL. No	Description	Specification
1.	Signal System	PAL
2	Effective Pixel	752(H) X 582 (V) or better
3.	Image device	1/3" CCD or better
4.	Horizontal	540 TV lines

	Resolution	
5.	Lens Type	C/CS for box cameras, 2.8-10.0 mm varifocal Auto Iris, IR corrected lens for IR Camera
6.	Lens Control	DC Drive
7.	Signal to Noise Ratio	50 db or higher
8.	Video output signal	1Vp-p composite (75 ohms)
9.	Scanning frequency	15.625 KHz(H) and 50 Hz (V)
10.	Auto frequency	Automatic level control/electronic level control
11.	Minimum illumination	0.01 Lux in case of 540 TVL camera
12.	Signal process	Digital Signal Process
13.	Scanning System	2 ; 1 interlaced
14.	Motion Detection Zones	4 or higher in case of 540 TVL cameras
15.	Auto Gain Control	On/Off/Selectable
16.	Back light Compensation	Off/low/medium/high selectable
17.	Wide dynamic range	On/Off for all cameras
18.	Electronic Shutters	1/50-1/1000 or better (In lieu of verification of electronic shutter speed OEM certificate shall also be acceptable)
19.	White balance	Indoor/Outdoor/manual
20.	Privacy zones	Minimum 4 privacy zones in case of 540 TVL camera
21.	Day and Night	Yes (as per minimum illumination specified)
22.	Iris Control	Yes
23.	Digital Zoom	4 x or higher
24.	Control Method	Key Button /RS 485 /RS 422
25.	Operating Temperature	-10 to 50 degree Celsius 40 deg Celsius at 95% RH
26.	Power Source	230 V+ or - 10%, 50HZ
27.	On screen Display	Yes (English)
28.	Mounting bracket	Standard wall mount for indoor

2. **DVR: (Digital Video Recorder)**

Requirements: 800-1000 (Approx)

Approximate Rate for Each: 30,000/-

Specification:

SL. No	Description	Specification
1.	Video Input	24 Channels

2.	Video Loop Through	24 in case of 24 channel DVR
3.	Video Output	1x composite video, 1x VGA, 1x HDMI
4.	Audio Output	Minimum 4
5.	Audio Output	Minimum 1
6.	Alarm input	24 as per DVR Video input
7.	Alarm Output	Minimum 2
8.	Pre-Alarm Recording	Minimum 30 sec
9.	Recording Image Rate (PAL)	For D1 Image size (704x576) , it will be 400 fps as applicable
10.	Display Image Rate(PAL)	400 FPS (Real time per each channel).
11.	Division more	(1,4,9,16) for 16 channel
12.	Maximum Capacity (Internal HDD)	8 TB for 16 Channel
13.	Backup/Export Device Interface	Minimum 2x USB 2.0
14.	Supportable Device	Memory Stick, CD-RW/DVD-RW, HDD
15.	PTZ Control Interface	RS-485/RS-422
16.	Serial Interface	RS-232
17.	Password Protection	Yes
18.	Recording Modes	Manual recording, motion detection recording, schedule recording and alarm recording
19.	Playback function	Various FF/FB Speed
20.	Search mode	Date/Time, Event (Motion, Alarm)
21.	Network Connection	Ethernet 10/100M (RJ45)
22.	Network Transmission speed	Real time display @ CIF resolution
23.	Bandwidth control	Yes
24.	Power	230 V+ or - 10%, 50HZ

1. Armoured RG 11 Co-axial Cable with fittings and installation

Requirement:

Approximate Value per Sqt. 85/- (PM)

2. 12 V DC , 2A, Power Supply Adaptor

Requirement: 48

Approximate Value per unit: 150/-

3. BNC Connectors

Requirement: 600

Approximate Value per unit: 150/-

4. Monitor

Requirement: 24

Approximate Value per unit: 39,500/-

Specification

SL. No	Description	Specification
1.	Size	40" inches or above
2.	Resolution	Full HD
3.	Backlight	LED
4.	Brightness	400 NITS min
5.	Contrast	1200 : 1 or better
6.	Power supply	230 V+ or - 10%, 50HZ

5. Installation Charges

Requirement: 400

Approximate installation value per camera: 570/-

I request you to consider our requirements for the approval of TAP Committee.

Director,
Department of Pre-University Education,
Bangalore

Form-1

SL No	Required Equipment for Purchase	Approximate Quantity	Approximate Rate Per Unit	Budget Available	Reason for Purchase of equipment
1	<u>CCTV CAMERA:</u> Analog Box/Bullet Camera	400	4500/-		In the Department of Pre-University Education approximately 6.5 lakh Students are appearing for II PUC Examination

2	DVR: (Digital Video Recorder)	800-1000	30,000/-	in approximately 1032 examination centres during March 2017. In That centre for each room will be allotted in multiples of 20 students.
3	Armoured RG 11 Co-axial Cable with fittings and installation		85/- (PM)	
4	12 V.DC., 2A. Power Supply Adaptor	48	150/-	
5	BNC Connectors	600	150/-	
6	Monitor	24	39,500/-	
7	Installation Charges	400	570/- Per Camera	

tor,
Education

Form-2

SL No	Item	Configuration	
1	CCTV CAMERA: Analog Box/Bullet Camera	SL No	Description Specification
		1.	Signal System PAL
		2.	Effective Pixel 752(H) X 582 (V) or better
		3.	Image device 1/3"CCD or better
		4.	Horizontal Resolution 540 TV lines
		5.	Lens Type C/CS for box cameras, 2.8-

			10.0 mm varifocal Auto Iris, IR corrected lens for, IR Camera
6.	Lens Control		DC Drive
7.	Signal to Noise Ratio		50 db or higher
8.	Video output signal		1Vp-p composite (75 ohms)
9.	Scanning frequency		15.625 KHz(H) and 50 Hz (V)
10	Auto frequency		Automatic level control/electronic level control
11.	Minimum illumination		0.01 Lux in case of 540 TVL camera
12.	Signal process		Digital Signal Process
13.	Scanning System		2 ; 1 interlaced
14.	Motion Detection Zones		4 or higher in case of 540 TVL cameras
15.	Auto Gain Control		On/Off/Selectable
16.	Back light Compensation		Off/low/medium/high selectable
17.	Wide dynamic range		On/Off for all cameras
18.	Electronic Shutters		1/50-1/1000 or better (In lieu of verification of electronic shutter speed OEM certificate shall also be acceptable)
19.	White balance		Indoor/Outdoor/manual
20.	Privacy zones		Minimum 4 privacy zones in case of 540 TVL camera
21.	Day and Night		Yes (as per minimum illumination specified)
22.	Iris Control		Yes
23.	Digital Zoom		4 x or higher
24.	Control		Key Button /RS 485 /RS 422

			Method	
		25.	Operating Temperature	-10 to 50 degree Celsius 40 deg Celsius at 95% RH
		26.	Power Source	230 V+ or - 10%, 50HZ
		27.	On screen Display	Yes (English)
		28.	Mounting bracket	Standard wall mount for indoor
2	DVR: (Digital Video Recorder)	SL. No	Description	Specification
		1.	Video Input	24 Channels
		2	Video Loop Through	24 in case of 24 channel DVR
		3.	Video Output	1x composite video, 1x VGA, 1x HDMI
		4.	Audio Output	Minimum 4
		5.	Audio Output	Minimum 1
		6.	Alarm input	24 as per DVR Video input
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		8.	Pre-Alarm Recording	Minimum 30 sec
		9.	Recording Image Rate (PAL)	For D1 Image size (704x576), it will be 400 fps as applicable
		10.	Display Image Rate(PAL)	400 FPS (Real time per each channel)
		11.	Division more	(1,4,9,16) for 16 channel
		12.	Maximum Capacity (Internal HDD)	8 TB for 24 Channel
		13.	Backup/Export Device Interface	Minimum 2x USB 2.0
		14.	Supportable Device	Memory Stick, CD-RW/DVD-RW, HDD

		15.	PTZ Control Interface	RS-485/RS-422																					
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		22.	Network Transmission speed	Real time display @ CIF resolution																					
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6.	Power supply	230 V+ or - 10%, 50HZ																							

tor,
Education

Annexure-2

Details of CCTV and Hardware Installed in the various District Treasuries and Other centres.

Material Breakup														
Category	Location	Camera	DVR	Rack	SMPS	BNC	Cable	Switch	HDD	Vidag	Monitor	VPN Concentrator	AnexGA Sever	ACE Gold
Data Centre	Bangalore - HO	0	0	0	0	0	0	0	0	0	0	1	1	0
Directors Ante Room	Bangalore - HO	3	1	1	1	6	110	0	1	0	1	0	0	0
Monitoring Centre	Bangalore - HO	0	0	0	0	0	0	1	0	0	2	0	0	2
Bangalore HO Building including OP cameras	Bangalore	95	17	17	18	200	5000	5	17	10	17	0	0	0
Strong Room	Bangalore - HO	16	1	1	2	32	730	1	1	0	1	0	0	1
Tresury	Chamrajnagar	12	1	1	2	24	1050	1	1	1	1	0	0	1
Tresury	Ramanagara	7	1	1	1	14	190	1	1	1	1	0	0	1
Tresury	Mandya	8	1	1	1	16	390	1	1	1	1	0	0	1
Tresury	Chikballapur	8	1	1	1	16	460	1	1	1	1	0	0	1
Tresury	Tumukur	8	1	1	1	16	240	1	1	1	1	0	0	1
Tresury	Hassan	7	1	1	1	14	300	1	1	1	1	0	0	1
Tresury	Kolar	6	1	1	1	16	300	1	1	1	1	0	0	1
Tresury	Mysore	8	1	1	1	16	300	1	1	1	1	0	0	1
Tresury	Mangalore	6	1	1	1	16	300	1	1	1	1	0	0	1
Tresury	karwar	5	1	1	1	12	230	1	1	1	1	0	0	1
Tresury	Davengere	10	1	1	2	20	520	1	1	1	1	0	0	1
Tresury	Shivamoga	8	1	1	1	16	470	1	1	1	1	0	0	1
Tresury	Madikeri	9	1	1	1	19	490	1	1	1	1	0	0	1
Tresury	Chirdurga	7	1	1	1	14	470	1	1	1	1	0	0	1
Tresury	Udupi	8	1	1	1	16	385	1	1	1	1	0	0	1
Tresury	Chikamagalur	8	1	1	1	16	460	1	1	1	1	0	0	1
Tresury	Dharwad	8	1	1	1	16	427	1	1	1	1	0	0	1
Tresury	Madhugiri	6	1	1	1	12	280	1	1	1	1	0	0	1
Tresury	Belagavi	10	1	1	2	20	426	1	1	1	1	0	0	1
Tresury	Chikodi	7	1	1	1	14	397	1	1	1	1	0	0	1
Tresury	Haveri	14	1	1	2	28	1200	1	1	1	1	0	0	1
Tresury	Koppal	7	1	1	1	14	389	1	1	1	1	0	0	1
Tresury	Sirsi	6	1	1	1	12	350	1	1	1	1	0	0	1
Tresury	Hospet	8	1	1	1	16	480	1	1	1	1	0	0	1

Tresury	Bellary	8	1	1	1	16	350	1	1	1	1	1	1	0	0	0	1
Tresury	Bagalkot	8	1	1	1	16	289	1	1	1	1	1	1	0	0	0	1
Tresury	Gadag	11	1	1	2	22	830	1	1	1	1	1	1	0	0	0	1
Tresury	Raichur	8	1	1	1	16	370	1	1	1	1	1	1	0	0	0	1
Tresury	Yadigiri	8	1	1	1	16	569	1	1	1	1	1	1	0	0	0	1
Tresury	Bidar	8	1	1	1	16	300	1	1	1	1	1	1	0	0	0	1
Tresury	Vijayapura	8	2	2	2	16	1080	1	2	1	1	1	1	0	0	0	1
Tresury	Kalburgi	7	1	1	1	14	359	1	1	1	1	1	1	0	0	0	1
Tresury	Vidhanasoudha	8	1	1	1	16	399	1	1	1	1	1	1	0	0	0	1
Tresury	NR Pura	5	1	0	1	10	12	0	1	0	1	0	0	0	0	0	1
		384	54	53	61	789	20902	40	54	43	54	54	1	1	2	37	

ANNEXURE-03

Product Specifications –

AHD DVR

- 4/8/16 channel HD-AHD video 1080p real time live view
- H.264 / H.265, Motion detection recording
- dual-stream video compression
- Video System – NTSC / PAL
- Audio monitoring / recording support (with minimum range of microphone should be 10 feet from the fixed point).
- Max 100/120fps@1080p (1920*1080)
- HDMI / VGA
- simultaneous video output Real time playback, GRID interface & smart search 3D intelligent positioning
- 4/6 TB SATA HDDs Support
- USB2.0 / 3.0 support for transfer videos to external media
- The device shall make continuous recording of all cameras for 24 hrs x 60 days and it should allow transferring to centralised servers whenever needed. It must have sufficient storage capacity to store 60 days recording.
- Multiple network monitoring: Web viewer, CMS
- Software to be compatible with Multiple Devices (Android, Apple OS, Windows)

NVR

- Support 1080P HD Preview
- Supports up to 2 megapixels network camera
- ONVIF protocol support, support for the latest ONVIF 2.2 specification, backward compatible
- Support TV, VGA, HDMI sync output; HDMI and VGA video output resolution up to 1920 × 1080
- The mouse can realize three-dimensional intelligent positioning function
- 4/8/16 channel 1080P
- Support up to 4/8/16 channels of simultaneous playback
- Support 4/6TB harddisk
- Support NTP (network time), SADP (IP automatic search), Email (mail service), UPNP (Universal Plug and Play)
- Support iPhone, iPad, Android smartphone remote access, support plug and play connection and Google Drive, Dropbox, Baidu cloud storage.

FHD Bullet Camera 2MP Fixed Lens

- IR Bullet Camera
- HD-AHD/ HD-CVI Technologies
- 1/3" Sony CMOS Sensor or better
- OSD function(CVBS,AHD,TVI) Standard HD-SDI high definition digital interface (SMPT274/292) 30fps@1080p, 50/60fps@720P(1280×720) D-WDR, Day/Night(ICR), AWB, Auto iris, AGC, BLC 3.6/6mm. 36IR LEDs Length 50m or more
- DC12V, Bullet Weather Resistant, Water Resistant, IP 66 rated camera enclosure
- With Standard Wall mount or ceiling.

WiFi Bullet Camera 2MP VF Lens

- IR Bullet Camera
- HD-AHD / HD-CVI Technologies
- 1/3" Sony CMOS Sensor or better
- OSD function(CVBS,AHD,TVI) Standard HD-SDI high definition digital interface (SMPT274/292) 30fps@1080p, 50/60fps@720P(1280x720) D-WDR, Day/Night(ICR), AWB, Auto iris, AGC, BLC 3.6/2.8-12mm. 42IR LEDs Length 50m or more
- DC12V, Bullet Weather Resistant, Water Resistant, IP 66 rated camera enclosure
- With Standard Wall mount or ceiling.

IP Bullet Camera 2MP Fixed Lens

- Sensor 1/3" SONY 2 MP High-resolution CMOS Hisilicon DSP
- Resolution 1920x1080 (IMX323+3516CV200)
- Frames 2MP:1920*1080@ 30fps
- Day/Night Auto,dual IR-Cut filter
- IR LED 36pcsΦ5leds, 25-35M
- Max S/N Ratio 48dB
- Electronic Shutter Rolling Shutter
- POE Funtion Optional
- Interfaces
- Lens 3.6mm--2Megapixels Lens
- Network Interface 10/100M BASE-TX,RJ-45 Safe-adaption
- Video Compression H.264、 mpeg4、 jpeg
- Audio Interface 1xLine In (optional)
- Video Bitrate 64Kbps~8Mbps
- Alarm Interface 1xinput (optional)
- OSD Language English,Chinese
- Network-protocol
TCP/IP、 UDP、 RTP、 RTSP、 RTCP、 HTTP、 DNS、 DDNS、 DHCP、 NTP...
- ONVIF protocols Support Onvif 2.4
- Remote View IE 6.0 or later, max 5 users
- General Parameters
- Casing Waterproof (IP67)
- Installation Bracket (Include)
- Operating Temperature -20 °C ~ 60 °C
- Operating Humidity 0% -90% RH
- Power DC12V 2.0A
- Power Consumption ≤6W
- Dimension 165X62X64mm
- Weight 0.5 KG

IP Bullet Camera 2MP VF Lens

- Sensor 1/3" SONY 2 MP High-resolution CMOS Hisilicon DSP
- Resolution 1920*1080 (IMX323+3516CV200)
- Frames 2MP:1920*1080@30fps
- Day/Night Auto,dual IR-Cut filter
- 42IR LED Lights,40M
- Max S/N Ratio 48dB
- Electronic Shutter Rolling Shutter

- POE Function Optional
- Interfaces
- Lens Varifocal 2.8-12mm 3 Megapixels Lens
- Network Interface 10/100M BASE-TX,RJ-45 Safe-adaption
- Video Compression H.264, mpeg4, jpeg
- Audio Interface 1xLine In (optional)
- Video Bitrate 64Kbps~8Mbps
- Alarm Interface 1xinput (optional)
- OSD Language English,Chinese
- Network protocol
 - TCP/IP, UDP, RTP, RTSP, RTCP, HTTP, DNS, DDNS, DHCP, NTP...
- ONVIF protocols Support Onvif 2.4
- Remote View IE 6.0 or later, max 5 users
- General Parameters
- Casing Waterproof (IP66)
- Installation Brackets (Include)
- Operating Temperature -20 °C ~ 60 °C
- Operating Humidity 0% -90% RH
- Power DC12V 2.0A
- Power Consumption ≤6W
- Dimension 290mm(L) 93mm(W) 79mm(H)
- Weight 1.5KG

Security Rack

- Rack equivalent to 6U to accommodate 4/8/16ch DVR.
- Spike buster with surge protector and fuse 4 sockets for power supply for cameras & network devices if any
- Front Glass cover is made of unbreakable acrylic flexi sheet.
- Built in A/C fan.
- Easy flexible mounting bracket.
- With unbreakable 4 mtr power cord 0.05 sq mm with unbreakable 3 pin plug.
- cable gland & connectors

21 inch LED Monitor

- 21", Full HD LED Monitor / LED TV with HDMI & VGA port.

SMPS power supply for CCTV system

- Input: 100VAC – 300VAC for CCTV Camera
- Output: 12VDC with 10Amps,
- path: 1-4

CCTV cables

- RG 6 Copper cable or 3+1 Copper Cable or CAT6 UTP cable OEM brand supporting video signals of CCTV cameras.
- 2 core power cable for Power supply to cameras and other accessories, based on Requirement
- Casing, capping supply & laying, as per requirement (distance in meters)

Advanced hardened appliance solution SSL VPN server concentrator

- Support Site-to-Site and remote Access VPN using VPN client.

- The solution should be processor based only and the software should be indigenous.
- The proposed solution (single appliance) should be able to support 500 VPN connections/ registered users from day 1 and proposed single appliance should be Scalable up to 2000 extensions users.
- Solution should support working with automatic fail over mechanism
- Storage of Min 60GB required. Should be expandable to 256GB
- Hardware should have minimum 6 GIGA Ethernet ports that can be configured as LAN or WAN.
- No. of Simultaneous Users must be 1500
- Maximum LAN-to-LAN Sessions must be 500
- Embedded LAN Interfaces : Three autosensing, full-duplex 10/100/1000 BASE-TX Fast Ethernet
- Instrumentation: Status Indicator, Power Indicator, Interface Indicator
- must be compatible with client (having any OS) establishing connection using IPsec, PPTP, L2TP
- must support Tunneling Protocols IPsec, PPTP, L2TP, L2TP/IPsec
- must support Encryption/ Authentication IPsec using DES/3DES (56/168-bit) or AES (128/192/256-bit) with
- Message Digest Algorithm 5 (MD5) or Secure Hashing Algorithm (SHA) or MPPE using 40/128-bit RC4
- Key Management Internet Key Exchange (IKE) or Diffie-Hellman (DH) groups 1, 2, 5, and 7 (ECDH)
- must support Configuration for
 - Monitoring
 - Event logging and notification through e-mail (SMTP)
 - Simple Network Management Protocol (SNMP) MIB-II support
 - Configurable SNMP traps
 - Syslog output
 - System status
 - General statistics
- must support external authentication servers such as RADIUS
- Internet-Based Packet Filtering :
 - Source and destination IP address
 - Port and protocol type
 - FTP session filtering
 - Site-to-site filters and NAT
- Policy Management
 - Idle and maximum session timeouts
 - Time and day access control
 - Tunneling protocol and security authorization profiles
 - IP pool and servers
- Console Port - Required with cable and connectors
- The OEM of the equipment must confirm that the product has not reached end of life or end of support during the contract period.

VPN client appliances for end point network security and connectivity with Failover & Load Balancing (LB)

- Must support secure remote access through SSL VPN and support **multiple ISP links, including data card with failover / load balancing feature**
- **Should be able to do bandwidth aggregation so that the bandwidth does not fall short for video transmission.**
- **Should have 5 Ethernet ports that can be configured as WAN or LAN.**

- Should have one USB ports that supports connecting a data card.
- Should have IP/Firewall/IPSec 3DES Feature set, VPN and NAT
- Access Control Lists
- Should have feature set to support Static routes and RIP.
- Source power supply: 12 V DC
- With requisite cables

UPS with inbuilt battery with minimum 2 hours backup

Should have following minimum specifications:

- Digital Signal Processing, IGBT Based, Double Conversion Technology
- Inbuilt Dynamic Bypass switch
- I/P P.F. ≥ 0.95 at full load at nominal i/p voltage (230V)
- P.F. of 0.7 at full load
- I/P Voltage Range 160-276 VAC
- I/P Frequency Range 45 Hz – 55 Hz
- O/P Voltage Range 230 V \pm 2%
- O/P Waveform pure sine wave
- Transfer Time: AC to AC – Zero
- Crest factor for loads 3:1
- Overall Efficiency $> 90\%$
- Overload 105-125% for 5 minutes
- Battery Type: - SMF Lead Acid Battery with 30 minutes battery backup at full load with p.f. 0.7 (battery of min. 3528 VAH) Rechargeable Time: - less than 6-8 Hrs. on 90% full capacity
- MTBF 2 lac hours
- Communication port with software for windows
- Indicator status: Load level / Battery level / Battery Mode / AC Mode / Bypass / Fault
- Quality Standards: ISO-9001-2000
- Certified Safety certificate

Advanced software for management of CCTV, biometric devices and barcode systems

- Owned modular domain name management system
- Mail forwarder solutions
- VPN forwarder solutions with secure public interface
- Integrate-able barcode algorithm, management and tracking software with CCTV video solutions
- Advanced network security and secure connectivity solutions with SSL VPN
- Alarm and alerts management solutions
- One click enable/disable of accessibility of videos and alerts management
- Biometric registration software, both online and offline registrations, and management per location*
 - o For each location there must be separate logins created and accordingly users need to register the attendance.
 - o A redundancy server should be running in parallel as a standby and backup included in the cluster.
 - o Finger print software should register new users by authorisation from a verifying/authentication/authorising officer.
 - o Reports can be downloaded based on the day per project per location