

No.D-31014/01/17-Estate Cell

Date: 28 October 2019

**Website/Notice Board**

**Notice Inviting Quotations**

**Subject:- Supply, Installation, Testing & Commissioning of CCTV surveillance system in the premises of Red Cross Society, National Headquarters at 1, Red Cross Road, New Delhi**

Sir,

Sealed quotations are invited by the Indian Red Cross Society, 1 Red Cross Road, New Delhi for providing CCTV Surveillance System for the Indian Red Cross Society, NHQ Building at 1 Red Cross Road, New Delhi. Bids to be received in the office of Secretary General, Indian Red Cross Society at 1-Red Cross Road, New Delhi up to 3:00 p.m. on 13 November, 2019.

The Secretary General reserves the right to accept and reject any or all quotations without assigning any reason.

Yours faithfully,

(N. K Singh)  
Deputy Secretary

Encl: As stated above.

## **REQUEST FOR PROPOSAL**

### **INVITATION OF TENDER DOCUMENTS FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF CCTV SURVEILLANCE SYSTEM IN THE PREMISES OF RED CROSS SOCIETY, NATIONAL HEADQUARTERS AT 1, RED CROSS ROAD, NEW DELHI**

**ISSUED BY**

**SECRETARY GENERAL**

**IRCS, 1 RED CROSS ROAD, NEW DELHI-110001**

1. Office of Secretary General, Indian Red Cross Society (IRCS) invites you to tender for the aforesaid work. You are requested to submit your offer in sealed envelope for the aforesaid work as per detailed specifications and other requirements as mentioned more specifically elsewhere in this tender document.
2. Sealed Bids in TWO separate sealed Envelopes indicating clearly "Envelop-No.1 –Technical bid' and 'Envelope No.2– Price bid', shall be addressed by name to Secretary General, Indian Red Cross Society at 1-Red Cross Road, New Delhi and Envelops should also be super scribed "Supply, installation, testing & commissioning of CCTV Surveillance System for the Indian Red Cross Society, NHQ Building at 1 Red Cross Road, New Delhi". Last date for the submission of tender is 13 November 2019 by 15.00 hrs.
3. Before filling up the tenders, the bidders may note the following:
  - a. The bids shall remain valid and open for acceptance for 03 months from the date of opening of Envelope No.1. If the tenderer withdraws his tender before the expiry of the said period or makes any modifications in terms and conditions of the tender which are not acceptable to IRCS, then IRCS without prejudice to any other right or remedy will be at liberty to reject tenderer
  - b. Time of Completion: (08 weeks): The Contractor shall be allowed to execute the work after working hours, in nights & on holidays, with the prior permission from IRCS. No extra payments will be made for the work being done during the odd hours. Date of commencement shall be either one-week, from the date of issue work order or the day on which the contractor will take possession of site, whichever is earlier. The work shall be completed within 08 weeks from the date of commencement.
  - c. The quantum of liquidated damages for delay in completion of the works per week shall be calculated at 0.50% of the estimated cost subject to maximum of 5% of the accepted tender amount.
  - d. The tenderer should quote the rates in figures as well as in the words. The rate for each item should be worked out and the requisite total amount shall be calculated accordingly. Rates quoted by the contractor in item rate tender in figures and words shall be accurately filled in so that there is no discrepancy in the rates, figures and words. However, if a discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.
  - e. The tenderers must include in their tender prices quoted for all duties royalties, GST, cess and sales tax, works contract tax or any other taxes or local charges, transportation charges, labour charges etc. if applicable. No extra claim on this account will in any case be entertained.
  - f. If any of the documents are missing or un-signed in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4days after

communicating the same, otherwise the tender will be rejected.

- g. IRCS reserves the right to accept or reject any/all tender/s in part or whole of any firm /firms without assigning any reasons for doing so.
- h. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations / restrictions if any , conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the IRCS in any circumstances.
- i. The quantities of various items given in the schedule of quantities are approximate. The quantities of work may vary at time of allotment/execution of work. IRCS reserves the right to omit/delete any item(s) of work from the schedule at the time of allotment/execution of work. Contractor will be paid for the actual work done at the site duly verified by the concerned official of IRCS
- j. IRCS does not bind itself to accept the lowest or any tender at all. IRCS also reserves the right to negotiate or partly accept any tender or all tenders received without assigning any reasons thereof.
- k. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to N.K Singh, Deputy Secretary, IRCS who will review the questions and if information sought is not clearly indicated or specified, IRCS will issue clarifications to all the tenderers which will become part of the Tender Document.
- l. Virtual completion: The virtual date of completion will be the date on which the work is completed in all respects as laid out in the contract and performance of the system accepted by the concerned officers by IRCS
- m. Defect liability period: The Defects Liability Period shall be for a period of two years and shall commence from the date of virtual completion. Any defect that may appear within the Defects Liability Period, shall be rectified by the Contractors without any extra cost to the Employer. In case of failure to do so within 10 days from such notice from the IRCS, the Employer may get such rectification works carried out through any other firm and expenditure incurred by the IRCS shall be recovered from any money due to the Contractor at the cost and risk of the contractor. Only, after all the defects pointed out during the Defects Liability Period have been satisfactorily rectified by the Contractor will the release of the Security Deposit be considered. The maintenance as envisaged in the subsequent years should also be carried out during the first two years. In addition to the calls received by IRCS, the contractor will have to make compulsory visits for checking the system and for preventive maintenance.
- n. For any clarification you may please contact Shri N.K Singh (Deputy Secretary) at 011- 23359379  
Email: [nksingh@indianredcross.org](mailto:nksingh@indianredcross.org)

## II. PRE-QUALIFICATION CRITERIA

Minimum Eligibility Criteria for pre-qualification of tenderers is as follows:

The Bidding Firm/Company:-

1. Should have at least 03 years of experience in the field of S/I/T/C of IP CCTV systems.
2. Work/Purchase orders and Completion certificates issued by the client should be

enclosed and need to be produced before IRCS, whenever called for verification purposes.

3. Should have annual turnover of atleast 05 lakhs in last three years.

4. Should submit audited balance sheets / P&L account and Income Tax Return certificates for the last 3 financial years.

Note: Any false and/or inadequate information can result in rejection of the tender.

### III. SCOPE OF WORK

The scope of work shall include the following.

1. Supply, installation, testing and commissioning of IP CCTV Surveillance System at IRCS, 1 Red Cross Road
2. Delivery of entire material to above location
3. Installation, testing & commissioning of all the components/ equipment/ accessories, etc. as per technical specifications, and handing over to IRCS.
4. Wherever the ground is dug for cable laying etc, it shall be restored to original condition. All debris etc. shall be disposed off to the nearest defined place by municipal authority or by IRCS, as applicable.
5. Providing all-inclusive service including all spares, etc. during defect liability period.
6. All engineering, equipment, labour, and permits required to satisfactorily complete the work required by this specification.
7. Any other work related to but not specifically mentioned above, required for completion of the job as per the intent and scope of work.

#### **Warranty:**

The entire equipment/ system shall be warranted to be free from defective workmanship or materials and any defects that may appear within 24 months (two years) from the date of issue of completion certificate for the work, which in the opinion of IRCS have arisen from bad workmanship or materials, shall upon intimation by IRCS, be made good by the Contractor at his own cost within the time specified. During the said period of 24 months (DLP), the contractor (successful tenderer) shall make periodical inspection of the working of the entire system free of charge at least once in 15 days or earlier, if required, and attend to such other service that may be required of him. The warranty period shall be 24 months from the date of handing over of the entire system to IRCS. The total Security Deposit @ 10% submitted by the successful tenderer shall originally be valid till end of DLP. The security deposit will be released after the DLP is over.

#### **Penalty for delay in service during defect liability period (DLP):**

During the DLP, all care shall be taken so that the downtime of the system is kept minimum and in any case, not more than the allowed time for attending to repairs. Any defects in any of the cameras shall be repaired within 24 hours from the time of reporting complaint in writing (complaints through SMS, e-mails, fax etc. shall also be treated as complaints in writing). Any defects in any of the servers, switches, routers etc., leading to complete breakdown of the system, shall be repaired within 12 working hours from the time of reporting complaint in writing. Any defects/ problems associated with the software shall be attended to immediately, but not later than 12 hours from the time of the problem being noticed/ reported. If the down time exceeds the above mentioned period, penal recovery shall be made from the payments due to the contractor at the following rates:

1-7 days excluding date of lodging of complaint : Rs. 100/= per day

From 8th day to 30 days : Rs. 250/= per day

More than 30 days : Rs. 350/= per day

Non-functional server / software leading to system failure - @ Rs 2000/-per day or part thereof beyond the authorised maintenance period

Penalty of 0.5% of the cost of the equipment will be charged every quarter if, the Preventive Maintenance is not done by tenderer. Penalty for Preventive Maintenance not done will not be charged for the quarter in which the machine has been delivered/ installed.

However extension of warranty/replacement of equipment will not be applicable if the breakdown is due to reasons not attributable to the tenderer. However, the onus of proving the same would be on the tenderer. If the system's defect is attributable to mishandling, negligence or operation by unauthorized staff, the tenderer will not be liable to repair the same under the contract. The tenderer under such circumstances shall charge extra for spare & service rendered.

The penalty amount will be recovered from the Security Deposit lying with IRCS. Complaint(s) will be deemed to be resolved only on the availability of the Customer Call Report (CCR) signed by both the service engineer and IRCS's authorized official, confirming that the complaint is resolved.

**Documentation:**

The CCTV system contractor, upon completion of all the activities, shall offer the system to the customer for acceptance. For this, the contractor shall provide the customer with the following documentation:

1. Copy of detailed report
2. Component and equipment list
3. Product description sheets
4. System design drawing(s)
5. System schematic diagram(s)
6. System operating manual
7. Original licensed copies of all the software ( OS, DVMS, Video analytics, Antivirus, etc.)

**Final acceptance and Handover - takeover:**

Prior to final acceptance, the contractor shall provide complete operation and maintenance instruction manuals to IRCS along with all the above mentioned documents. All aspects of system operation and maintenance shall be detailed, including wiring diagrams of all circuits, a written description of the system design, sequence of operation and drawing(s), illustrating control logic and equipment used in the system. Checklists and procedures for emergency situations, maintenance operations and procedures shall be included in the manual. The engineer and security officer then shall test and inspect the functioning of various components ( eg cameras and their functions, recording features, etc.) and a joint report shall be prepared. In case of any observations IRCS's side, the same shall be conveyed to the contractor in writing and got attended to by the contractor to the satisfaction of the inspecting officials. The entire system then shall be taken over by IRCS and the defect liability period shall start from the same day. IRCS reserves the right to inspect equipment's and OFC, Cat-6 cables, other equipment, etc. Any inspected goods fail for confirm to specification after installation, IRCS may reject them and the Vendor shall have to replace the rejected goods. In case of inspection waiver the same shall be obtained before the Sample approval should be obtained before installation for such material.

**Training:**

The contractor shall provide IRCS with details of the training required by personnel to operate and maintain the CCTV system. The Contractor and the customer shall jointly agree the number of staff to attend the training courses.

For all the active components/ equipment, namely; CCTV cameras, server, network switch, and Network attached storage device, the OEMs shall provide a certificate, indicating the end of life and end of support in form of spares etc. The product selected should conform to the tender specified

life period. Further, all software provided for the above system, including operating system, video management software, client software etc. should be upgraded, if necessary, as and when a new upgrade is released by the developer/ OEM at no extra cost during the tender specified life period of the above system.

#### **IV. TECHNICAL SPECIFICATIONS: IP based CCTV System**

##### **1. Description in general:**

The System proposed is IP based CCTV System. The objective shall be to provide high degree of IP based Electronic surveillance to the entire Premises. It is also essential to have recorded images of all cameras to be stored at least for 60 days to facilitate investigations of a reported case. This section of the specification includes the supply, installation, testing & commissioning of IP CCTV system and imparting training to concerned officials in connection with IP CCTV system including all components. All equipment and materials used shall be standard components from the current line/range of products that are regularly manufactured and used in the system.

##### **2. Scope:**

Proposed system consists of 16 nos. IP cameras on ground floor, fifth floor, exit and entrance points, DMC building, Blood bank, entry point of staff quarters, outdoor parking, entry and exit gates at 1, Red Cross Road. The proposed locations of cameras can be obtained during site inspection. The control room which is proposed on Ground Floor shall have all the equipment housed in an equipment rack. The system shall consist of following main components:

- a) High resolution IP cameras
- b) NVR
- c) POE switches
- d) Storage
- e) HD LED Monitors
- f) Cables and accessories, etc.

The Contractor will install, test & commission the system. The viewing angles and clarity, etc. shall be shown to the officials of IRCS to their satisfaction before finalizing the location, zoom and angle, etc. The specifications of all components shall be strictly followed and shall be as per given technical specifications or better.

##### **3. System Components**

###### **3.1. Network Video Recorder (NVR) :**

- 3.1.1. IP Camera support: 4MP IP cameras
- 3.1.2. Mounting: Rack mounted
- 3.1.3. Number of video input channels: 32
- 3.1.4. Third Party network cameras support: Yes
- 3.1.5. Recording resolution: Full HD (1920 x 1080)
- 3.1.6. Video Resolution: 2560 X 1920 , 2048 X 1536, 1920 X 1080, 1280 X 720
- 3.1.7. Compression: H.264/MJPEG
- 3.1.8. Maximum number of cameras to be displayed in single view: 16
- 3.1.9. Total number of simultaneous local views: 4
- 3.1.10. Recording speed for all channels: 25/30Fps per channel
- 3.1.11. Video content analytics: Crossing line, Digital Zoom 12X and more, Face Recognition, Intrusion Detection, Motion Detection
- 3.1.12. Operating System Support: Windows
- 3.1.13. Number of Hard Disks: 1 Hard Disk

- 3.1.14. Number of Hard Disks supported: 2
- 3.1.15. Storage Capacity of HDD: Min 2 SATA ports , 4TB , Raid (Redundancy) - Storage must be programmed for disc management system which will automatically reap old recordings to overwrite with the new ones when maximum usage is reached
- 3.1.16. Internal storage expandable to 8 TB
- 3.1.17. Remote Administration: Yes
- 3.1.18. Recording Schedule support: Yes
- 3.1.19. Video O/p: 1HDMI and 1VGA output
- 3.1.20. Recording resolution: user selectable 4 MP, 2 MP, , 1.3 MP etc
- 3.1.21. SD Card recording support: Yes- Recording should start on SD card if Network or server fails. The network failure is registered immediately if the failure is longer than 10 seconds. Once the network connection has been restored, gaps in the recording are automatically filled without manual intervention.
- 3.1.22. Smart Phone Surveillance Support: iPhone, iPad,Android, Windows Phone
- 3.1.23. Product warranty: atleast 2 years
- 3.1.24. Interface Ports : USB 2.0 port, USB 3.0 port , 1 RS485 , 1 RS232,1 RJ45
- 3.1.25. Ethernet Ports : 1 RJ-45 port (10/100M Base T)
- 3.1.26. Backup Mode : USB Device / Network

Note: The contractor should also confirm to provide free upgrade of software and camera firmware as and when released

### 3.2. Day/Night IP HD camera with IR (4MP).

- 3.2.1. Image Sensors: 1/3" or better type CMOS colour Sensor
- 3.2.2. Image Sensing capacity: 4 MP
- 3.2.3. Scanning System: Progressive scan
- 3.2.4. Resolution: Full HD (1920 x 1080 Pixel)
- 3.2.5. Day: Night capable: Yes
- 3.2.6. IR Illumination Range (mtr): upto 60 mtrs
- 3.2.7. Focal length: 2.7 to 13.5mm
- 3.2.8. Focus Mode: Auto
- 3.2.9. Frame Rate per second: 25fps/30fps
- 3.2.10. Bit Rate: 32kbps – 10Mbps
- 3.2.11. Video Compression: H.265+/H.265/H.264+/H.264/MJPEG
- 3.2.12. Minimum illumination: Day Mode (colour) –0.10 lux, Night Mode (Monochrome) –0 lux when IR LED ON
- 3.2.13. Electronic shutter speed per sec: 1/3 sec to 1/10000 sec
- 3.2.14. Lens Type: Fixed
- 3.2.15. Type of Camera Housing: Box (6 nos) and Dome (10 nos)
- 3.2.16. Mounting: Shall be on pole with stand / wall mounted / ceiling mounted with suitable brackets including sun-shroud / canopy
- 3.2.17. IP Camera: Yes
- 3.2.18. PTZ Camera: No
- 3.2.19. Signal to Noise Ratio: More than 50dB
- 3.2.20. Dynamic Noise Reduction: 3DNR
- 3.2.21. Preferable brands: Pelco/ Panasonic / Honeywell /Bosch /Sony

### 3.3. Terminals required for CCTV System:

- 3.3.1. LED display screen: Minimum 32" , Full HD, 1080p and minimum viewing of 16cameras with remote
- 3.3.2. Unmanaged Network Switches(4 port and 8 port) –
  - 3.3.2.1. Type: Gigabit Ethernet

- 3.3.2.2. Memory bandwidth: Atleast 8Gbps
- 3.3.2.3. RJ45 ports: Minimum 4/8 nos. 10/100/1000 BASE-T Ethernet Ports. Uplink port should have sufficient speed to avoid network congestion, preferably network should not be loaded more than 70% at any stage, fully IEEE 802.3 compliant
- 3.3.3. CAT 6 cables – Length to be suggested by vendor on site survey
- 3.3.4. 500VA UPS within-built batteries for backup. Application: Power supply requirement for IP CCTV
- 3.3.5. Rack features: 6U Rack should be of specified OEM with robust aluminium extruded frame construction and full vented top cover with cable entry provision and gland plates on top and bottom cover.

**4. List of Makes**

- 4.1. IP Cameras: Pelco/ Panasonic / Honeywell /Bosch /Sony
- 4.2. NVR: Pelco/ Panasonic / Honeywell /Bosch /Sony
- 4.3. HDD: WD/Seagate or Approved equivalent
- 4.4. LED Monitor: Sony /Samsung / LG
- 4.5. Switches: CISCO / Dlink/ Netgear
- 4.6. Cables: Polycab/Caliplast/Belden/Finolex/Comscope
- 4.7. Networking Rack: Netrack/APW/Valrack
- 4.8. Cat 6 Cable: Dlink/ Schneider Polycab/Caliplast/Belden/Finolex
- 4.9. UPS: Emerson/ Microtek/APC/Fuji/Siemens/Su-Kam

Note:-Makes mentioned above are only tentative. Contractor can supply any other make not mentioned above but with the prior approval of IRCS. Items which are not mentioned in above list but required at site, shall be supplied with prior approval of purchaser. All the items should be high quality.

**5. Equipment offered by the tenderer  
( To be filled by tenderer)**

SNo	Item	Make and Model	Whether complies with the tender Specifications or not? If No, Please mention the deviations
	IP Camera		
	NVR		
	Hard Disks		
	Switches		
	LED Display		
	Racks		
	Cat 6		
	Power cables		
	UPS		



## General Details about Contractor

SNo	Description	Information to be filled by contractor
1.	Name of the Contractor/Organisation and address of the Registered Office	
2.	Year of establishment	
3.	Name of the Proprietor/Partner/Directors of the Organisation/Firm:	
4.	Details of Registration – Whether Partnership firm, Company, etc. Name of Registering Authority, Date and Registration Number	
5.	Experience in the Relevant field	
6.	Address of office through which the proposed work of IRCS will be handled and the name and designation of the Officer-in-charge	
7.	Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said installation work with names of Bankers and their full addresses (Income-tax clearance certificate and Audited Balance Sheet and Profit and Loss Account for past three years should be attached)	
8.	Yearly turn-over of the Organisation during last three years (Rs.)	

Note: Audited Balance Sheet and Profit and Loss Account for past three years should be attached separately.

**Part2: Price Bid**

**Bill of Quantities**

**Supply, installation, testing & commissioning of IP CCTV system at IRCS 1, Red Cross Road, Delhi -110001**

SNo.	Description of work	Item	Unit	Quantity	Rate per unit (Rs.) (all inclusive)	Total Amount (all inclusive) (Rs.)
1.	Supply, Installation, Testing and Commissioning of CCTV System	IP Camera	No.	16		
2.		NVR	No	1		
3.		4TB Hard Disks	No.	2		
4.		8 port Network Switches	No.	1		
5.		4 port Network Switches	No.	2		
6.		32" LED Display	No.	1		
7.		6 U Racks	No.	1		
8.		Cat 6 Cable	Mts	1000		
9.		2 core 1 sq.mm. power cable	Mts.	500		
10.		UPS	No.	1		
11.		Other Accessories	No.	1		
<b>Total (Rs)</b>						
<b>Total Amount (in words):</b>						

Note:

1. BOQ shall be submitted on this sheet only. BOQ submitted on other sheets/format shall be rejected.
2. Above mentioned rates shall be inclusive of all taxes, duties, charges etc.
3. Any change in quantity should be with permission of IRCS