

Industrial Extension Bureau



**Online Tender for Operations &
Comprehensive Annual Maintenance Contract (C.A.M.C.)
for ELV items installed in
Mahatma Mandir Convention Center (MMCC),
Gandhinagar, Gujarat.**

Technical Bid Document

Important Dates

Downloading of the document	10.08.2017 to 22.08.2017 up to 16:00 hrs.
Pre Bid / Site Visit	16.08.2017 at 16:00 hrs. / 10:30 to 17:30 hrs.
Last date for submission of the Bid	22.08.2017 up to 16:00 hrs.

	INDUSTRIAL EXTENSION BUREAU Block No. 18, 2nd floor, Udyog Bhavan, GH-4 Sector - 11, Gandhinagar - 382 010 Phone: +91-79-2325 0492/93, Fax: 23250490 Email: iNDEXTb@iNDEXTb.com Website: - www.iNDEXTb.com
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CHAPTER – 1 MEMORANDUM OF WORKS IN BRIEF

Sr. No	Name of Work	:	Operations & Comprehensive A.M.C. for ELV items installed at Mahatma Mandir, Gandhinagar, Gujarat.
1.	Earnest Money Deposit (EMD)	:	Rs.7,50,000/- (Rupees Seven Lakh Fifty Thousand only)
2.	Validity period of tender offered	:	(120) One Hundred Twenty calendar days counted from the stipulated last date of receiving of the online tenders for this work.
3.	Tender Fees	:	Rs.15,000.00 (Rupees Fifteen Thousand Only)
4.	Security Deposit@ 10% of contract	:	Selected agency deposit 10% of contract value after the work order is issued
5.	Contract Period	:	36 months from the date of issue of work order. Contract period will be further extended from 13 th to 36 th month after the review of work of 0-12 th month of agency (First 12 month)
6.	Mode of quoting rate in Schedule of Items to be carried Out for individual and evaluated as Total basis	:	Item Rate to be quoted for each item in figure as well as in words.(in case of dispute figure quoted in words will be considered)

7. The Tender Fees & EMD should be submitted in the form of a crossed demand draft payable to “**Industrial Extension Bureau**” payable at Gandhinagar.
8. The tender which does not accompany Tender Fees & EMD along with required documents will be summarily rejected.
9. The successful bidder has to submit a security deposit for the value of 10% of the total contract value within a week time of work order issued.
10. The EMD of unsuccessful Bidder will be returned on finalization of tender. In case of successful bidder, EMD will be returned after deposit of Security deposit in prescribed format.
11. Time period for this Comprehensive A.M.C. is 36 Months from the date of issue of Letter of Acceptance but the period of 13th month to 36th month will be extended further after the review of work provided by agency from 0 to 12th month (First 12 month from work order issued).

CHAPTER – 2 ABOUT PROJECT

2.1 PROJECT INFORMATION

Mahatma Mandir as one of the prestigious project of Govt. of Gujarat where we invite reputed companies, Multinational company's C.E.O, Other State Governments officers, Central Government's Officers' and twice a year Govt. of Gujarat most reputed Summit "Vibrant Gujarat" are organize in this campus. Mahatma Mandir is the venue where all national and International events are organized by the world reputed organization. Government of Gujarat wants this venue to be maintained like an emergency operation theater where all the apparatus is in their best performing condition at any time.

Government of Gujarat invites best system integrator for the work of operations & Comprehensive A.M.C. of ELV items installed at MMCC. We wish that Bidder should have similar kind of experience in handling similar type of Government and non-Government projects for installation, operations and Maintenance (CAMC & / or Non – CAMC).

2.2 INFORMATION TO BIDDERS

- 2.2.1 All bidders have to fill up all the forms as per the performa mentioned in this tender document and also submit certificates asked for in this tender document. Bidders are requested to submit the financial bids online only.
- 2.2.2 The bidder will have to ensure that the bid documents are available online and submit technical proposal in physical copy before last date and time (22.08.2017 at 16:00 hrs.) at the below mentioned address:
Industrial Extension Bureau
Block No. 18, 2nd floor, Udyog Bhavan
Sector - 11, Gandhinagar -382 017.
- 2.2.3 The employer will open technical bids of all the bidders received before last date and time in the presence of Bidders representatives who choose to attend the opening in the office address mentioned above.
- 2.2.4 No person other than nominated persons shall be permitted to attend Bid opening.
- 2.2.5 First of all, the envelopes containing Tender Fee of Rs. 15,000/- (Rupees Fifteen Thousand Only) and EMD of Rs.7,50,000/- (Rupees Seven Lakh Fifty Thousand only) drawn on separate Demand Draft in favor of INDUSTRIAL EXTENSION BUREAU, payable at Gandhinagar, will be opened.
- 2.2.6 If envelope doesn't contain above DD's, the offer shall be considered valid if details of the same are made available and DDs of same number and banks are made available during the bid opening. Otherwise bids shall stand rejected and other envelopes shall not be opened and shall be sent back to the address

- mentioned on the bid envelope or handed over to the representative of the bidder so present.
- 2.2.7 If bidder has provided the fees and EMD in physical form (DDs) and details in electronic form, the other tender documents will be taken up for opening to check the pre-qualification.
- 2.2.8 Prequalification check will be carried out by the employer subsequently. During pre-qualification all the terms and condition asked in pre qualification (similar kind of work order, experience, qualified staff, capacity to hold on spares required for C.A.M.C.....etc.) will be checked.
- 2.2.9 All financial terms and condition will be checked like I.T. returns of last three years along with C.A. certificates, Sales & services turnover documents, etc., whatever required and asked in the tender.
- 2.2.10 Bidders' name, Bid modifications or withdrawals, the presence or absence of requisite EMD and other such details as the Employer, at its discretion, may consider appropriate, will be announced at the opening.
- 2.2.11 Bid (and modifications sent pursuant to relevant clause) that are not opened and read out at Bid opening will not be considered for further evaluation, regardless of the circumstances.
- 2.2.12 Information relating to the examination, clarification, evaluation and comparison of bids and recommendation for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Employer's, processing of bidders or award decisions may result in the rejection of the bidder's bid.
- 2.2.13 All bidders have to quote for operations and CAMC of mentioned ELV items for the period of one year including all kind of taxes (CGST / IGST / any else.). The rates quoted shall be inclusive of standard duties such as transportation, freight, VAT, Custom Duties, CGST / IGST etc. if applicable and also follow the price bid of this RFP.
- 2.2.14 All technically qualified bidders should call for presentation, the date & time for presentation will be informed later on to the technically qualified bidders.
- 2.2.15 It is the sole discretion of Managing Director, iNDEXTb to extend the contract in subsequent years with same qualified contractor. No Bidder can claim for any right for this Discretion.
- 2.2.16 All communications, correspondence and documentation requested in this Tender and the subsequent work shall be addressed as follow:

Managing Director, Industrial Extension Bureau,
Block No: 18, 2nd Floor, Udhyog Bhavan, Sector-11,
Gandhinagar, Gujarat.
CONTACT : md@iNDEXTb.com, kalpesh@indextb.com

2.3 DETAILS OF SYSTEMS AND TYPE OF AMC:

Sr. No.	System	Type of AMC	Exclusions
A	Audio System		
1	Sound Reinforcement System – Main Convention Hall	Comprehensive	
2	Simultaneous Interpretation System	Comprehensive	
3	Digital Public Address and Voice Evacuation Systems	Comprehensive	
4	Sound Reinforcement System- in Seminar Halls 1, 2, 3 & 4.	Comprehensive	
B	Video System		
5	LED /LCD Screens	Comprehensive	
6	Video Distribution System - Convention Hall to Seminar Halls	Comprehensive	
7	Micro tile Video Wall	Comprehensive	
8	Video Conferencing Systems with audio	Comprehensive	
9	Projectors in Seminar Halls 1, 2 & 3, Meeting Rooms & Conference Rooms	Comprehensive	
C	CCTV, Access Control & Networking System		
10	IP based Video Surveillance Systems	Comprehensive	
11	Video Surveillance Control Room	Comprehensive	
12	IP based Access Control Systems	Comprehensive	
13	Computers & Networking components	Comprehensive	
D	FAS		
14	Fire Detection & Alarm Systems	Comprehensive	
E	Physical security system		
15	Automated X-Ray Baggage Scanners	Comprehensive	
16	Door Frame Metal Detectors	Comprehensive	
17	Boom Barriers	Non -Comprehensive	
18	Bollard system	Non -Comprehensive	

CHAPTER – 3 SCOPE OF WORK

3.1 SCOPE OF WORK

3.1.1 The scope of work under this contract covers operations of all ELV items during event days, give testing of all ELV items on non-event days and Comprehensive Annual Maintenance (CAM) for Extra Low Voltage (ELV) items installed at Mahatma Mandir, Gandhinagar, Gujarat.

3.1.2 Following is the listing of the major areas and items there in to be covered under the scope of work of operations and CAMC for ELV items, however, the supplementing items, not specifically mentioned are also the part of the scope.

Details of Baggage Scanner				
Sr No	Item Name	Make	Model Number	QTY.
1	Baggage Scanner Machine	Smiths Heimann	HS -6040i	8

Details of Bollards (Non – CAMC)					
Sr	Item Name	Make	Model Number	Location	QTY.
1	Bollards	URBACO	PD6500i	VIP Entry Area	1

Details of Boom Barriers (Non – CAMC)					
Sr	Item Name	Make	Model Number	Location	QTY
1	Boom Barriers	Came	Grad 8	VIP Entry Area	1
2	Boom Barriers	Came	Grad 8	Entry Gate No.3	1
3	Boom Barriers	Came	Grad 8	Entry Gate No.3	1
4	Boom Barriers	Came	Grad 8	Entry Gate No.4	1
5	Boom Barriers	Came	Grad 8	Entry Gate No.4	1
6	Boom Barriers	Came	Grad 8	Entry Gate No.6	1
7	Boom Barriers	Came	Grad 8	Entry Gate No.6	1

Details of Access Control System						
Sr No	Item Name		Make	Model Number	Location	QTY.
1	Access System	Control	Honeywell	PRO 3000	Server Room	12
2	Access System	Control	Honeywell	PRO 3000	Convention Hall Back Side	6
3	Access System	Control	Honeywell	PRO 3000	Convention Hall Back Side IT Room	2
4	Access System	Control	Honeywell	PRO 3000	Photo Gallery Area	6
5	Access System	Control	Honeywell	PRO 3000	Food Court Area	4
6	Access System	Control	Honeywell	PRO 3000	Exhibition Hall 1 & 2 Entry	3

Details of Door Frame Metal Detectors (DFMD)				
Sr No	Item Name	Make	Model Number	QTY.
1	Door Frame Metal Detectors	Garrett	Garrett PD6500i	18

Details of Fire Detection & Alarm System					
Sr No	Item Name	Make	Model Number	Location	QTY.
1	Fire Alarm System	Edward	Panel EST3	Service Building Area	1
2	Fire Alarm System	Edward	Panel EST3	Exhibition Hall 2	1
3	Fire Alarm System	Edward	Panel EST3	Photo Gallery Area	1
4	Fire Alarm System	Edward	Panel EST3	Food Court Area	1
5	Fire Alarm System	Edward	Panel EST3	General Gate Area	1
6	Fire Alarm System	Edward	Panel EST3	Detector	513
7	Fire Alarm System	Edward	Panel EST3	Hutor	96
8	Fire Alarm System	Edward	Panel EST3	Indicator	46

Details of CCTV Camera				
Sr No	Item Name	Make	Model Number	QTY.
1	PTZ Camera	Hikvision	DS2AE7158(N)-A	5
2	PTZ Camera	Dvtel	CP2100	11
3	Dome Camera	Honeywell	CADC700PD36 700TVL	64
4	Dome Camera	Dvtel	CM3200	26
5	PTZ Camera	Infinova	V 1772NR- T Series	15
6	Indoor Dome Camera	Infinova	VT- 231 Series VH-121-A2-A0 Series	51
7	Outdoor Box Camera	Infinova	V1405-11SHB- IR Series	20

Details of Computer System					
Sr No	Item Name	Make	Model Number	Location	QTY.
1	Computer System	Dell	Intel Xenon ES-1603 (4GB Ram,500GBHD,	CCTV Room	12
2	Computer System	Dell	Dual Core ES700 2GB Ram 300GB HD	BMS, SRS	7
3	Computer System	Dell	Dual Core ES700 3.00git 2GB Ram 500GB HD	Convention Hall	1
4	Computer System	Dell	Dual Core ES700 2GB Ram 300GB HD	Seminar Hall 1	1
5	Computer System	Dell	Dual Core ES700 2GB Ram 300GB HD	Seminar Hall 2	1
6	Computer System	Dell	Dual Core ES700 2GB Ram 300GB HD	Seminar Hall 3	1
7	Computer System	Dell	Pentium R Dual Core ES700 3.00git 2GB Ram 500GB HD	ELV Store	1

Details of CCTV Computer System					
Sr No	Item Name	Make	Model Number	Location	QTY.
1	CCTV System Encoder	Dvtel	EV216	CCTV Room	3
2	BNC Patch Panel	Custom	Custom	CCTV Room	2
3	Server System	Dell	Power Edge R520	CCTV Room	1
4	Server System	Dell	Power Edge R520	CCTV Room	1
5	Server System	Dell	Power vault NX 3200	CCTV Room	1
6	Net Switchers	HP	Pro Curve	CCTV Room	1
7	Gigabit Switches	D-Link	DGS 310024	CCTV Room	1
8	Fiber Optic Patch Panel	Custom	Custom	CCTV Room	1
9	Computer System	Dell	Core i3 3 GB Ram 500 GBHD	CCTV Room	1
10	CCTV Monitor System	Christie	FHD552-X	CCTV Room	12
11	Server	Dell	Xenon E5 2620V4	CCTV Room	2
Agency required to consult with police department for complete CCTV System during event days.					

Details of Public Address					
Sr No	Item Name	Make	Model Number	Location	QTY.
1	Amplifiers	Bosch	LBB 4401/00	BMS Room	9
2	Amplifiers	Bosch	LBB 4401/00	Food Court Area Server Room	7
3	Speakers System Wall Mount	Bosch	LB2UC15L	BMS Room	200
4	Speakers System Ceiling Mount	Bosch	LBD0606/10	BMS Room	200
5	DVD Players	Bosch	PLN-DVDT	BMS Room	1
6	Paging Microphone System	Bosch	LBB 4432/00 & LBB 4430/00	BMS Room	1
7	Paging Microphone System Call Station Basic	Bosch	LBB 4430/00	BMS Room	1

8	PC With Key Board, Monitor, CPU	Dell	Dual Core	BMS Room	1
Details of Audio Mixer System					
Sr No	Item Name	Make	Model Number	Location	QTY.
1	Audio Mixer	DynaCord	CMS 1600	Seminar Hall 1,2,3 & 4	4
2	Audio Mixer	Yamaha	LS9132	Main Convention Hall	1
3	Audio Mixer	Sound Craft	EMP12	Main Convention Hall	1
4	Audio Mixer	Sound Craft	EMP12	-	1
Details of Broadcast Scalers System					
Sr No	Item Name	Make	Model Number	Location	QTY.
1	Event / Broadcast Scalers	Kramer	VP-790	Main Hall	1
2	Event / Broadcast Scalers	Kramer	VP-790	SH 1,2,3,4.	4

Details of AV System in Stock -1				
Sr No	Item Name	Make	Model Number	QTY.
1	DI BOX	Behriner	DI-DI100	12
2	Drum Kit Mic	EV	PL DK4	1
3	Microphone	EV	PL 37	12
4	Microphone	EV	ND 767 A	11
5	Microphone	EV	ND 267 AS	8
6	Microphone	EV	HM 7	6
7	Collar Microphone	EV	RE2 L21	4
8	Cordless Hand Held Microphone	EV	RE2 N7	7
9	CM Microphone	Sennheiser	-	1

Details of HDMI Format Converter					
Sr	Item Name	Make	Model Number	Location	QTY.
1	3G HD-SDI to HDMI Format Converter	Kramer	FC 332	Main Hall	1
2	3G HD-SDI to HDMI Format Converter	Kramer	FC 332	Seminar Hall 1,2,3 & 4	4
Details of HDMI Distributor					
Sr No	Item Name	Make	Model Number	Location	QTY.
1	HDMI Distributor	Kramer	VM - 8H	Main Hall & for Event	2

Details of LCD TVs							
Sr	Item Name	Make	Location	QTY.	42"	55"	60"
1	LCD TV	LG	Seminar Hall 1	6	1	5	0
2	LCD TV	LG	Seminar Hall 2	6	1	5	0
3	LCD TV	LG	Seminar Hall 3	5	0	5	0
4	LCD TV	LG	Seminar Hall 4	1	0	1	0
5	LCD TV	LG	CM Office Area	6	1	5	0
6	LCD TV	LG	VIP Lobby Area	1	0	0	1
7	LCD TV	LG	Conference Room 3	1	0	0	1
8	LCD TV	LG	BM	5	5	0	0
9	LCD TV	LG	CR	2	2	0	0

Details at Seminar Hall 1				
Sr	Item Name	Make	Model Number	QTY.
1	HDMI to PC Scaler	Kramer	VP – 422	1
2	3G HD-SDI to HDMI Format Converter	Kramer	FC322	1
3	Event / Broadcast Scalers	Kramer	VP790	1
4	VGA Scaler	Milestone	108	1
5	LCD Monitor 15" with Key Board Mouse	Dell	Dell	1
6	DVD Players	Sony	DVD-S12760 HD	1
7	Net Max System Controller	EV	N8000	1
8	Audio amplifiers	EV	EVQ99	1
9	Audio amplifiers	EV	CPS2.12	1
10	Audio amplifiers	EV	CPS2.12	1
11	Audio Mixer	Dynacord	CMS 1600	1
12	Video Projector	Epson	EB85H	1
13	Projector Lift	Draper	Draper	1
14	Video Screen	Draper	BARONET FCCID DYRT24AD433	1
15	Video Conference System	Polycom	HDX7000	1
16	Speaker System	EV	QRX115-75	4
17	Wireless Microphone	EV	RE-BandA	3
18	HDMI connector AV	Custom	Custom	1
19	Combo Connector HDMI VGA BNC	Custom	Custom	1

Details at Seminar Hall 2				
Sr	Item Name	Make	Model Number	QTY.
1	HDMI to PC Scaler	Kramer	VP - 422	1
2	3G HD-SDI to HDMI Format Converter	Kramer	FC322	1
3	Event / Broadcast Scalers	Kramer	VP790	1
4	VGA Scaler	Milestone	108	1
5	LCD Monitor 15" with Key Board Mouse CPU	Dell	Dell	1
6	DVD Players	Sony	DVD-S12760 HD	1
7	Net Max System Controller	EV	N8000	1
8	Audio amplifiers	EV	EVQ99	1
9	Audio amplifiers	EV	CPS2.12	1
10	Audio amplifiers	EV	CPS2.12	1
11	Audio Mixer	Dynacord	CMS 1600	1
12	Video Projector	Epson	EB85H	1
13	Projector Lift	Draper	Draper	1
14	Video Screen	Draper	BARONET FCCID DYRT24AD433	1
15	Video Conference System	Polycom	HDX7000	1
16	Digital Signal Processing	Biamp	Nexia TC	1
17	Plana Mixer Amplifiers	Bosch	LBD1912/00	1
18	Speaker System	EV	QRX115-75	4
19	Wireless Microphone	EV	RE-BandA	3
20	HDMI connector AV	Custom	Custom	1
21	Combo Connector HDMI VGA BNC	Custom	Custom	1

Details at Seminar Hall 3				
Sr	Item Name	Make	Model Number	QTY.
1	HDMI to PC Scaler	Kramer	VP - 422	1
2	3G HD-SDI to HDMI Format Converter	Kramer	FC322	1
3	Event / Broadcast Scalers	Kramer	VP790	1
4	VGA Scaler	Milestone	108	1
5	LCD Monitor 15" with Key Board Mouse CPU	Dell	Dell	1
6	DVD Players	Sony	DVD-S12760 HD	1
7	Net Max System Controller	EV	N8000	1
8	Audio amplifiers	EV	EVQ99	1
9	Audio amplifiers	EV	CPS2.12	1
10	Audio amplifiers	EV	CPS2.12	1
11	Audio Mixer	Dynacord	CMS 1600	1
12	Video Projector	Epson	EB85H	1
13	Projector Lift	Draper	Draper	1
14	Video Screen	Draper	BARONET FCCID DYRT24AD433	1
15	Video Conference System	Polycom	HDX7000	1
16	Digital signal Processing	Biamp	Nexia TC	1
17	Plana Mixer Amplifiers	Bosch	LBD1912/00	1
18	Speaker System	EV	QRX115-75	4
19	Wireless Microphone	EV	RE-BandA	3
20	HDMI connector AV	Custom	Custom	1
21	Combo Connector HDMI VGA BNC	Custom	Custom	1

Details at Seminar Hall 4				
Sr No	Item Name	Make	Model Number	QTY.
1	Receiver	Kramer	613R	1
2	3G HD-SDI to HDMI Format Converter	Kramer	FC332	1
3	Event / Broadcast Scalers	Kramer	VP790	1
4	Net Max System Controller	EV	N8000	1
5	Audio amplifiers	EV	EV P3000RL	1
6	Audio amplifiers	EV	EV TG-7	1
7	Audio amplifiers	EV	EV TG-7	1
8	Audio Mixer	Dynacord	CMS 1600	1
9	LED Video Wall 25' x 17'	Create LED	Air LED -6	1
10	Stage Monitor Speaker System	EV	TX1152FM	2
11	Subwoofer Speaker System	EV	TX2181	4
12	Main Line Array Speaker System	EV		12
13	Wireless Microphone	EV	RE-Band A	3
14	HDMI connector AV	Custom	Custom	1
15	Combo Connector HDMI VGA BNC	Custom	Custom	1

Details of SIS System in Convention Hall					
Sr	Item Name	Make	Model Number	Location	QTY.
1	Double interpreter station with Head Phone	Beyerdynamic	SIS 1202	Convention Hall	7
2	Digital IR pocket receiver, 8 channels with Headphone	Beyerdynamic	Iris RP-8 MK II	Convention Hall	720
3	Charging and Storage Case	Beyerdynamic	Iris C40	Convention Hall	25
4	Infrared Radiator	Beyerdynamic	Iris EF	Convention Hall	30
5	Infrared Controller	Beyerdynamic	Iris TS Mk II	Convention Hall	-

Details of Audio System in Convention Hall					
Sr	Item Name	Make	Model Number	Location	QTY.
1	Main Line Array Speaker System	EV	XLC-127	Convention Hall	32
2	Main Sub Woofer System	EV	XCS-312	Convention Hall	12
3	Stage Monitor System	EV	TX1152FM	Convention Hall	4
4	Front Frills Speaker System	EV	ZX5-90	Convention Hall	15
5	Audio Amplifiers System	EV	P 3000RL	Convention Hall	7
6	Audio Amplifiers System	EV	CPS4.10	Convention Hall	24
7	Audio System Controller	EV	Net Max N8000	Convention Hall	4
8	Audio Mixer	Yamaha	LS 9132	Convention Hall	1
9	Audio Mixer	Sound Craft	EMP12	Convention Hall	1

Details of Video System in Convention Hall					
Sr	Item Name	Make	Model	Location	QTY.
1	Main Stage LED Screen 60' x 17'	Create LED	PH 10	Convention Hall	1
2	Left Side LED Screen 20' X 15'	Air Led	AIRLED-6	Convention Hall	1
3	Right Side LED Screen 20' x 15'	Air Led	AIRLED-6	Convention Hall	1
4	Center Area Front & Rear Side LED Screen 10' x 15'	Air Led	AIRLED-6	Seminar Hall 1 / 2 / Near Micro tile Wall	2
5	VIP Viewing Gallery LED Screen 07 mtr * 05 mtr	Global Communication.com	-	Convention Hall	2
6	Video Distribution system	Kramer	VP 790	Convention Hall	1
7	HDMI Distribution System	Kramer	VM-8H	Convention Hall	1
8	LED Video Processor	WDWall	LVP 606	Convention Hall	1
9	LED Video Processor	WDWall	LVP 603	Convention Hall	2
10	LED Video Processor	WDWall	LVP 603S	Convention Hall	1

11	PC with Keyboard	Dell	Dell	Convention Hall	1
12	3G HD-SDI to HDMI Format Converter	Kramer	FC332	Convention Hall	1
13	Video Transmitter	Kramer	613R	Convention Hall	1

Details at Meeting Room 1				
Sr	Item Name	Make	Model Number	QTY.
1	Video Projector	Epson	EB85H	1
2	Digital Signal Processing	Biamp	Nexia TC	1
3	Plana Mixer Amplifiers	Bosch	LBD1912/00	1
4	DVD Players	Sony	DVD-S12760 HD	1
5	Video Conference System	Polycom	HDX7000, Camera & Mic	1
6	P-Link Card Nic	Polycom	HDX 7000	1
7	Quad BRI Module	Polycom	2215-26690-001 HDX 7000	1
8	LCD TV	LG	42PJ350R	1
9	Speaker System	Bosch	LBD0606	6
10	Projector Lift Video Screen LVC,100Dig	Draper	BARONET	1
11	Microphone	Shure	MX 939/c	7
12	POP Up Box	POP Up	Magnum	7

Details of Meeting Room 2				
Sr	Item Name	Make	Model Number	QTY.
1	Video Projector	Epson	EB85H	1
2	Digital signal Processing	Biamp	Nexia TC	1
3	Plana Mixer Amplifiers	Bosch	LBD1912/00	1
4	DVD Players	Sony	DVD-S12760 HD	1
5	Video Conference System	Polycom	HDX7000, Camera & Mic	1
6	P-Link Card Nic	Polycom	HDX 7000	1
7	Quad BRI Module	Polycom	2215-26690-001 HDX 7000	1
8	LCD TV	LG	42PJ350R	1
9	Speaker System	Bosch	LBD0606	6
10	Projector Lift Video Screen LVC,100Dig	Draper	BARONET	1
11	Microphone	Shure	MX 939/c	7
12	POP Up Box	POP Up	Magnum	7

Details at Conference Room 01				
Sr	Item Name	Make	Model Number	QTY.
1	Video Projector	Epson	EB85H	1
2	Plana Mixer Amplifiers	Bosch	LBD1912/100	1
3	DVD Players	Sony	DVD-S12760 HD	1
4	Speaker System	Bosch	LBC3099/41	4
5	Video Conference System	Polycom	HDX7000, Camera & Mic	1
6	P-Link Card Nic	Polycom	HDX 7000	1
7	Quad BRI Module	Polycom	2215-26690-001 HDX 7000	1
8	LCD TV	LG	42PJ350R	1
9	Audio Mixer	Sound Craft	Notepad 6	1
10	Projector Lift Video Screen LVC,100Dig	Draper	Draper	1

Details at Conference Room 02				
Sr	Item Name	Make	Model Number	QTY.
1	Video Projector	Epson	EB85H	1
2	Plana Mixer Amplifiers	Bosch	LBD1912/100	1
3	DVD Players	Sony	DVD-S12760 HD	1
4	Speaker System	Bosch	LBC3099/41	4
5	Video Conference System	Polycom	HDX7000, Camera & Mic	1
6	P-Link Card Nic	Polycom	HDX 7000	1
7	Quad BRI Module	Polycom	2215-26690-001 HDX 7000	1
8	LCD TV	LG	42PJ350R	1
9	Audio Mixer	Sound Craft	Notepad 6	1
10	Projector Lift Video Screen LVC,100Dig	Draper	Draper	1

Details at Conference Room 03				
Sr	Item Name	Make	Model Number	QTY.
1	Video Projector	Epson	EB85H	1
2	Plana Mixer Amplifiers	Bosch	LBD1912/100	1
3	DVD Players	Sony	DVD-S12760 HD	1
4	Speaker System	Bosch	LBC3099141	4
5	Video Conference System	Polycom	HDX7000, Camera & Mic	1
6	P-Link Card Nic	Polycom	HDX 7000	1

7	Quad BRI Module	Polycom	2215-26690-001 HDX 7000	1
8	LCD TV	LG	42PJ350R	1
9	Audio Mixer	Sound Craft	Notepad 6	1
10	Projector Lift Video Screen LVC,100Dig	Draper	BARONET	1
11	Audio Conference System Control Unit	Beyerdynamic	Quinta CU	1
12	Delegate microphone unit for Audio Conference Room	Beyerdynamic	Quinta MU 31, 33 & CC 3	30

Details at Business Meeting Room 03				
Sr	Item Name	Make	Model Number	QTY.
1	Video Projector	Epson	EB85H	1
2	Digital Signal Processing	Biamp	Nexia TC	1
3	Plana Mixer Amplifiers	Bosch	LBD1912/00	1
4	DVD Players	Sony	DVD-S12760 HD	1
5	Video Conference System	Polycom	HDX7000, Camera & Mic	1
6	P-Link Card Nic	Polycom	HDX 7000	1
7	Quad BRI Module	Polycom	2215-26690-001 HDX 7000	1
8	LCD TV	LG	42PJ350R	1
9	Speaker System	Bosch	LBD0606	4
10	Projector Lift Video Screen LVC,100Dig	Draper	BARONET	1
11	Microphone	Shure	MX 939/c	5
Details at Business Meeting Room 04 & 05				
Sr	Item Name	Make	Model Number	QTY.
1	Video Projector	Epson	EB85H	1
2	Digital Signal Processing	Biamp	Nexia TC	1
3	Plana Mixer Amplifiers	Bosch	LBD1912/00	1
4	Video Conference System	Polycom	HDX7000, Camera & Mic	1
5	P-Link Card Nic	Polycom	HDX 7000	1
6	Quad BRI Module	Polycom	2215-26690-001 HDX 7000	1
7	LCD TV	LG	42PJ350R	1
8	Speaker System	Bosch	LBD0606	4
9	Projector Lift Video Screen LVC,100Dig	Draper	BARONET	1
10	Microphone	Shure	MX 939/c	5

Details of Micro tile video wall					
Sr	Item Name	Make	Model Number	Location	QTY.
1	Microtile video wall	Christie	123-001102-XX	General Gate Area	1
2	Display unit:	Christie	D100	General Gate Area	1
3	Screen	Christie	S300 or S310	General Gate Area	1
4	External Control Unit	Christie	(ECU): E100	General Gate Area	1
5	Computer System	Dell	Intel Xenon ES-1603 (4GB Ram,500GBHD,	General Gate Area	1

Details of Audio Video System				
Sr No	Item Name	Make	Model Number	QT Y.
1	Event / Broadcast Scalers	Kramer	VP-790	6
2	3G HD-SDI to HDMI Format Converter	Kramer	FC 332	1
3	HDMI Distributor	Kramer	VM 10HDXL	3
4	HDMI Distributor	Kramer	VM - 8H	4
5	Audio Distributor	Kramer	VM 1110 XL	3

- 3.1.3 You will have to intimate engineer in charge of the employer prior to two working days before coming for service and maintenance. The contractor has to remain present during MOCK DRILL as and when planned by the employer.
- 3.1.4 The Final BIDDER must have their office cum service centre either in Gandhinagar City limit or Ahmedabad City limit. If not, an office cum service centre must be opened within 30 days of the award of contract and report the same to iNDEXTb with necessary documentary evidence. Failure to do so will lead to termination of right of award of contract, subsequent agreement and EMD of the bidder will be forfeited. Award of contract can be treated subsequent to the bidder being adjusted as the successful bidder and the same is intimated by way of written communication by the employer to the bidder.
- 3.1.5 Job generally consists of providing all the resources including manpower, transport with operator, fuel & lubricants for all the machines involved, any type of incidental expenses, provision of tools and tackles, etc. Normally 3-4 events per month organized at MMCC. Out of this, in any 02 events, selected agency should provide enough number of technical manpower for operating all ELV items through the premises during event days without any extra cost. The date & time of events will be informed to agency in advance from iNDEXTb.
- 3.1.6 Any wiring fault, system functioning fault, replacement of spare parts etc shall be provided by bidder. The Authorized System Integrator would also have to liaise/coordinate with engineer in charge for getting the work done as per site requirement.
- 3.1.7 The Bidder shall act as single point of contact to organize and manage the entire operations & maintenance - including spares, cabling, assistance in operation of all required hardware, software, accessory items like cable, connector etc. as per project requirements.

3.2 SPARE PARTS MANAGEMENT SERVICES

- 3.2.1 Spare Parts Holding Service: - It covers the holding of spare parts requires for the C.A.M. This service provides stocking of spare parts at contractor's local office to ensure spares support throughout the service period. The list of such parts should be submitted to iNDEXTb and will be checked by the engineer in charge. The parts shall be replaced either with a functionally compliant spare or with the same part no. and type.
- 3.2.2 In case where original spare is not available either in market or with O.E.M, the bidder should get written permission of engineer in charge on specification sheet where it proves that the part is its equivalent. Cost of any modification on installation is on bidder cost.

3.3 PARTS REPLACEMENT SERVICE

- 3.3.1 The scope covers Unlimited Parts Replacement. This service provides replacement of parts determined to be defective as a result of normal usage free of cost.
- 3.3.2 The supplier shall deliver all the goods, strictly as per the technical specification and data sheet for each product. The third party inspection shall be carried out if found necessary at the time of replacement or thereafter for each/individual item, and if any item found not as per the technical specification and data sheet, will be rejected and the payment for the same would be deducted, if not replaced/replenished with the specified item." INDEXTb" or its technical consultant decision is considered to be final in case of dispute for any material or any product workmanship.
- 3.3.3 Cost of **Exclusions** parts for Bollards & Boom Barriers, if required to be replaced or any other similar parts required to be replaced during C.A.M.C where iNDEXTb has to pay for particular parts. THE BIDDER has to procure it from OEM and iNDEXTb will make the payment according to the original bill of materials and labour cost and installation has to borne by THE BIDDER.

3.4 OPERATIONS & MAINTENANCE SERVICE:

- 3.4.1 Contract pertains to complete operations of all ELV items mentioned earlier in this RFP & comprehensive maintenance which also includes in addition to all-in-maintenance taking up activities for preventive and corrective maintenance.
- 3.4.2 Preventive Maintenance Service: - Under preventive maintenance support bidder's engineer will visit the owner's site (Mahatma Mandir) on a scheduled visit and as and when required by the owner to ensure every items and supplementary systems covered in the comprehensive maintenance runs efficiently throughout the contract period. All services are provided during normal working hours unless requested to do differently. The services performed should be within the individual's core competency and include the following major critical tasks with respect to the services to be provided,
- a. System service on all specified hardware and supporting software as detailed in scope of works
 - b. Technical Assistance on queries
 - c. Control and updating of spare parts stock, system documentation, log book for maintenance services carried out, etc.
- 3.4.3 Corrective Maintenance Service: - This is breakdown maintenance support. At the time of corrective or preventive maintenance if anything or any system or equipments found to be repaired or replaced then it should be immediately attended by the bidder through experts. Any parts of any system which is required to be replaced or repaired is bidder's responsibility under this comprehensive maintenance service, except the Bollards & Boom Barriers.

- 3.4.4 The work shall be carried out in accordance with applicable codes and practice.
- 3.4.5 The bidder has to arrange for the items to efficiently accomplish the works as part of the contract which includes but not limited to gadgets, safety equipments, spares, measuring devices, tools, tackles, ladders, ropes, pulleys, racks, hydraulic lifts, etc.
- 3.4.6 Agency should provide pure technical staff and technicians for operations of all the ELV items during the all event days. The operation employees mentioned in table has to remain present at Mahatma Mandir throughout the contract period and as and when required.

FINAL TOTAL NOS. OF OPERATION EMPLOYEES: 15

Sr No	Designation	Number	Education	Experience	Major Role
1	Sr Engineer	01	ME/MTech in EC/IC	05	Overall Supervision and Monitoring
2	Assistant Engineer	04	BE – IT/Computer - 01 BE- EC/IC - 01 BE- Networking - 01 BE- Sound – 01	03	Technical know-how of installed items
3	Technicians	05	Diploma or ITI in EC/IC/IT/Computer/Sound /Networking	03	Technical know-how of installed items
4	Helper	05	12th Pass or more	02	-
Total		15			

Agency should not require to provide maintenance work employees remain present at Mahatma Mandir throughout the contract period but they must remain present during the major events in which VVIP delegates will participate (iNDEXTb will inform this type of events in advance to the bidder) and they also verify all the installed ELV items should functional and provide certificate for the same in advance.

- 3.4.7 Agency should provide all the technical qualification documents of engineer/technician/helper who will be deployed at site for operations of all ELV items.

3.5 iNDEXTb's SCOPE OF WORK.

3.5.1 iNDEXTb's shall show the building and shall offer access to Building for checking of ELV installations only after prior approval by the bidder or as per the set timetable for the works for inspection, repairs & maintenance.

3.5.2 iNDEXTb's shall provide source of water supply and source of electricity at Mahatma Mandir, Gandhinagar, Gujarat.

3.5.3 iNDEXTb's shall arrange to issue Gate pass and identity card for individual of final bidder as per sheet of technician and labour supplied by them.

3.6 RIGHT OF iNDEXTb

3.6.1 iNDEXTb reserves all the right to reduce or increase the scope, which shall have monitory effect accordingly. iNDEXTb reserves all the right to terminate contract of an agency at any time during the contract period with prior intimation of a month.

3.6.2 iNDEXTb reserves all the right to delete any of the items from the contractor's scope of service at any time during the currency of this contract, which shall not be liable for billing. The contractor shall not claim any compensation for the same.

3.6.3 The Managing Director, iNDEXTb reserves all the right to accept or reject any or all tender(s) without assigning any reason whatsoever at any stage of the tender process.

CHAPTER – 4 PRE QUALIFICATION STANDARDS

4.1 ELIGIBILITY CRITERIA (Pre Bid / Pre Qualification)

4.1.1 Bidder should have minimum experienced of 05 years as on 31st March 2017 of similar type of operations and Comprehensive A.M.C. work (consists of “All in Comprehensive maintenance for Audio-Video equipments must.) in VVIP site in Government / Board / Corporation /Convention Centers or equivalent places.

4.1.2 Bidder should have executed atleast following number of projects in last 05 years as on 31-03-2017.

One similar work of Rs. 2,00,00,000/- value in one-year period.

OR

Two similar works of Rs. 1,20,00,000/- each (both in one single year)

OR

Three similar works of Rs. 80,00,000/- each (all in one single year)

Order copies of Operations and / or Comprehensive. A.M.C. along with their satisfactorily completion letter should be provided by bidder. Also it is mandatory that agency should have experience of both operations of ELV items which are mentioned in this RFP as well as Comprehensive AMC of ELV items. Similar work means agency has completed projects of operations and / or CAMC of any ELV items mentioned in this RFP but CAMC of Audio & Video items must be required.

4.1.3 Bidder should be Authorized Dealer of Original Equipment Manufacturer (OEM) since last three years as on 31.03.2017, of various ELV system & Sub Systems (OEM List as mentioned below) (Minimum Two OEM Authorization letter must be accomplished with technical proposal)

OEM/Make list as below.

Dvtel, Hikvision & Honey well, Infinova (CCTV), Edwards (FAS), Kramer (VD), Beyer dynamic (SIS), Smith- (Baggage Scanner), Christie (Micro Tile & Video Wall), Bosch, sEV, Dynacord, Yamaha, Sound Craft, Biamp (SRS & PA), Global Communication, Create LED (LED), Honeywell (BMS), GARRETT (DFMD), CAME (Boom Barrier), URBACO (BOLLARD), POLYCOM (Video Conference), Epson (Projectors).

4.1.4 Bidder should have Sales & Service Business in India with annual financial turnover of atleast Rs.2,00,00,000.00 in each year during the last 5 (Five) financial years, ending 31st March 2017. Certificate of Chartered Accountant or other suitable documents to the satisfaction of Tender Inviting Authority should be attached.

4.1.5 The Bidder /OEM should have one office / Service Station in India. Please attach the copy of any of one of the following: Property tax bill /

Electricity Bill / Telephone Bill / VAT / CST Registration / service tax registration/service tax returns or other suitable documents to the satisfaction of Tender Inviting Authority.

Note: -

- 1) The Agency shall submit all the above documents duly signed in technical proposal cover.
- 2) The online price bid of the Agencies which fulfill the above criteria shall only be opened.

CHAPTER – 5 PROCEDURE OF EVALUATION

The bidders must fulfil the pre-qualification criteria mentioned in this tender document. Bids of the pre-qualified bidders will be considered for next round of techno-commercial evaluation. The Tender Committee shall have the right to verify the claims made by the Bidder, in whichever way it deems fit. Based on the Bid Evaluation, only bidders who qualifies in pre qualification bid will only be evaluated for this QCBS methodology. The evaluation and comparison of the bids shall be done for the financial as well as technical aspects. Each of the technical parameters shall be evaluated and marked independently. The method for the same is detailed below:

Technical Bid Evaluation

The evaluation criteria for technical bid for each of the parameters will be as follows:

Sr No	Criteria	Marks	How to get Marks
1	The bidder should have executed and successfully completed projects of Operations and / or CAMC projects in of sensitive VVIP sites like Convention center /Parliament /Assemblies /CM office or house /PM office or house/President office or house OR any other such sensitive VVIP site for value equal or more than Rs. 02 crores in last 05 years as on 31st March 2017.	30	<ul style="list-style-type: none"> ➤ Order of Operations / CAMC = Rs.02 Crore – 10 marks For additional work of Rs. 50 lakhs will get 01 mark. (Total 30 marks can be given to bidder, If the total quantum of work is >= of Rs. 12 crore completed by agency in last 05 years.)
2	Bidder's type of company Documents- Memorandum of Association or suitable documents to the satisfaction of tender inviting authority	5	<ul style="list-style-type: none"> ➤ Proprietor/Partnership/LLP = 3 marks ➤ Pvt ltd = 4 marks ➤ Public ltd = 5 marks.
3	The bidder shall be an ISO 9000 or equivalent certified company Documents- Required valid Certificate shall be submitted	5	<ul style="list-style-type: none"> ➤ Qualifying – 5 marks ➤ Not qualifying - 2 marks
4	Presentation The agency which will be technically qualify will be called for presentation and the presentation date & time will be informed later on from iNDEXTb.	10	Presentation should be based on <ul style="list-style-type: none"> ➤ Experience of the Agency ➤ SITC Projects, Local Presence ➤ Technical Distributorship ➤ Staff Strength of the Agency etc
Total		50	

Financial Bid Evaluation

The financial bid of only the short-listed Bidders shall be opened & agency must have submitted the same online only.

The financial bids will be scored vis a vis the lowest bid received. The lowest financial bid will receive full weightage (50%) and all others would be rated in inverse proportion to arrive at the financial weightage of each bidder.

The combined formula indicating Technical and Financial Weightage and corresponding score will be as under:

Score obtained by Bidder 1= P 1 = $[TM 1 \times 50/100 + (50 \times LPB) / Q 1]$

Score obtained by Bidder 2= P 2 = $[TM 2 \times 50/100 + (50 \times LPB) / Q 2]$

Same way it can be calculated for other bidders.

LPB = Lowest price Bid among all bidders.

B 1 = Bidder 1;

B 2 = Bidder 2

TM 1 = Technical Marks of Bidder 1;

TM 2 = Technical Marks of Bidder 2

Q 1 = Quote of Bidder 1;

Q 2 = Quote of Bidder 2

After evaluation each bidder will be given ranking based in the highest score received. The technically strong Bidder making the lowest Financial Offer would be declared as the Preferred Bidder. The total marks obtained in technical bid and financial bid shall be the basis of negotiation. Whoever gets the highest score will be declared the winner of the bid and will be invited for the negotiation.

Bid Evaluation Committee

A Tender Committee decided by the Department, shall do the above evaluation. The Committee shall determine the approach and methodologies for the issues, which may arise during the above, referred evaluation exercise and have not been addressed in this Tender Document. The decision of the Committee shall be final and binding to all the Bidders.

Evaluation Marking System

Technical Bid: 50 Marks

Financial Bid: 50 Marks

Bidder with highest scoring in technical & financial collectively would be invited for negotiation.

CHAPTER 6 INFORMATION & INSTRUCTION FOR BIDDER

- 6.1.1 Contractors, who wish to bid for this contract, should apply for qualification in the manner set out in this document. The other tender documents will be opened only subsequently of those bidders having qualified as per the norms, to perform the contract satisfactorily. Tender documents for technical bid along with "Price Bid" are made available online to Contractors / Firms. A Bidder may be pre-qualified for the works under this tender if the requisite technical, financial and experience criteria are fulfilled.
- 6.1.2 Interested bidders / applicants must have to pay the Tender / Bid Fee of Rs. 15,000/- (Rs. Fifteen Thousand only.) through Demand Draft in favour of Industrial Extension Bureau, Gandhinagar payable at Gandhinagar.
- 6.1.3 Bidders / applicants must have to submit the Earnest Money Deposit (EMD) of Rs.7,50,000/- (Rupees Seven Lakh Fifty Thousand only) in the form of in favor of Industrial Extension Bureau, Gandhinagar payable at Gandhinagar.
- 6.1.4 Duly filled Tender for qualification shall be submitted in proper format and incomplete offers shall be liable for rejection. Soft copy (Scanned Copy) of each required documents are to be submitted with E-Tendering, as well as should be submitted in hard copy for assessment also.
- 6.1.5 If the employer desires any clarification/ verification for any ambiguity or difference found in the documents/statistical details submitted by the bidder the same shall be furnished within stipulated time otherwise further processing will be carried out in absence of above and the bidders shall be liable for any consequence.
- 6.1.6 The Bidder shall not be allowed to withdraw or modify the offer on his own after the last date of submission of bid. If any Bidder withdraws or makes and modifications or additions in the terms and conditions of his tender not acceptable to the iNDEXTb then the iNDEXTb shall without prejudice to any right/ remedy, will have liberty to forfeit the said Earnest Money in full or part.
- 6.1.7 Financial data/ Project costs/, value of works etc should be given in Indian Rupees only and included all kind of applicable taxes.
- 6.1.8 The bid prepared by the BIDDER and all correspondence and documents relating to the bid exchanged by the BIDDER and the Employer shall be written in the English / Hindi / Gujarati language. Supporting documents and printed literature furnished by the BIDDER may be written in another language, provided these are accompanied by a translation of its pertinent passages in English / Hindi / Gujarati and should also be notarized. Failure to comply with this condition may disqualify a bid. For purposes of interpretation of the bid, the English translation shall govern.
- 6.1.9 The bidder while submitting the pre-qualification bid for the works shall be required to provide satisfactory evidence in respect of the information furnished by them in their application for pre-qualification regarding their structure and

organization, financial position/arrangement, resources of the firm, including personnel and equipment, experience as well as works on hand etc. The applicant's attention is explicitly drawn to the fact that even after the prequalification of potential bidders has been already carried out, all bidders shall include statement of the change that may have occurred since pre-qualification with particular reference to the various items listed above and that further price bid will be opened for successful Bidders only on the basis of careful scrutiny of all above information furnished by the applicant.

- 6.1.10 The applicant is expected to have visited the project site before submitting tender documents so as to have a fair idea of the equipment & type of services required to be provided. The costs incurred by the Bidders in making this offer, in providing clarification or attending discussion, conferences or site visits will not be reimbursed by the Employer or the Engineer-in-charge.
- 6.1.11 All rights are reserved with iNDEXTb for deciding Pre- Qualification of bidders and regarding acceptance of the price bids. No claim on this account will be entertained.
- 6.1.12 For any clarification, the Engineer-in-charge, OR **Managing Director, Industrial Extension Bureau, Gandhinagar** to be contacted by having appointment on working day.
- 6.1.13 Employer reserves the right to call any information / document which is mandatory, essential and critical for the purpose of evaluation. Any information provided by the applicant after last date of Electronic submission will not be considered in evaluation, unless except the employer has specifically asked for any information / document, which is mandatory, essential and critical for evaluation. If required information is not furnished within stipulated time, proposal will be liable for rejection.
- 6.1.14 If any of the information provided by the bidder is found false during scrutiny or at the later stage, his EMD shall be forfeited and he shall be disqualified for the proposed work. If any of the information provided by the bidder is found false or misleading after award of work, the contract shall be terminated.
- 6.1.15 Information relating to the examination, clarification, evaluation and comparison of bids and recommendation for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Employer's, processing of bidder s or award decisions may result in the rejection of the bidder's bid.
- 6.1.16 Each Bidder shall submit only one bid. A Bidder who submits or participates in more than One Bid (other than as a subcontractor or in case of alternatives that have been permitted or Requested) will cause all the proposals with the Bidder's participation to be disqualified.

6.1.17 If any of the provisions or conditions are found contradictory, interest of the Government will be maintained and decision of the tender inviting Authority will be final.

6.2 THE BIDDING DOCUMENTS:

The details of work, bidding procedure, contract terms are prescribed in the bidding documents. The Bidding documents include the following volumes, together with any Amendments / Addenda there to which may be issued in accordance with this Clause.

6.2.1. All the pro-forma attached with the technical document shall be filled in by the interested BIDDER.

6.2.2. The BIDDER is expected to examine carefully the Bidding Documents, including all instructions, forms, terms, conditions, Annexure, Appendix etc. as given in Bid document. There shall be a presumption on the part of the Employer, that the BIDDER has read all the documents in the entirety and the Tender offer has been made and presented accordingly.

6.2.3. For completing all forms, schedules, etc., the BIDDER shall use only the forms etc. provided in the bidding documents.

6.3 AMENDMENT OF BIDDING DOCUMENTS:

6.3.1. At any time prior to the deadline for submission of bids, the Employer may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective BIDDER, modify the Bidding Documents by amendment / addendum.

6.3.2. The amendment / addendum shall be part of the Bidding Documents pursuant to relevant Clause and will be placed on <https://indextb.nprocure.com> and www.indextb.com and shall be binding to bidders.

6.3.3. In order to afford prospective bidders reasonable time, in which to take the amendment / addenda into account in preparing their bids, the Employer may, at its discretion, extend the deadline for the submission of bids.

6.3.4. SCAN DOCUMENTS TO BE SUBMITTED ONLINE AT PRIMARY STAGE:

- i. Upload scan copy of the Tender / Bid Fee
- ii. Upload scan copy of the Earnest Money Deposit (EMD)
- iii. Upload scan copy of the Permanent Account Number (PAN)
- iv. Upload Scan copy of Service Tax Registration Certificate & last three years IT Return & all relevant documents as per this RFP.
- v. Upload Scan copy of Commercial Tax(CST/VAT) Registration Certificate
- vi. Upload Scan copy of other documents mentioned in eligibility criteria (to be filled all mandatory files and formats/ tables) if any.

CHAPTER 7 SPECIAL CONDITIONS TO THE CONTRACT

7.1 SPECIAL EVENTS:

- 7.1.1 Any Event/Programme that is declared by iNDEXTb as High Profile Event/Programme will supersede all the normal terms and condition and all the instruction (verbally or telephonic or written) given by iNDEXTb authorized person or Engineer in charge to get the extra staff or full staff of the BIDDER to be present and easily available on site as and when required shall have to be followed.
- 7.1.2 Date and time of such events will be declared or informed to THE BIDDER in advance.
- 7.1.3 Before all such events, THE BIDDER must ensure to iNDEXTb that all the required systems are in their original working condition as approved by engineer in charge.
- 7.1.4 In case of important events (like Vibrant Gujarat Summit) if THE BIDDER staff found misbehaving or any required equipment found not in proper working condition heavy penalty will be charged and deducted from THE BIDDER quarterly or annual bill. The penalty charge figure is sole authority of iNDEXTb officer and THE BIDDER cannot have any litigation for this against iNDEXTb.

7.2 CONTRACTOR'S SCOPE SPECIAL:

7.2.1 Scope of Preventive Maintenance Visit shall be as under:

- i. Physical Inspection of the systems.
- ii. LED Indication Checks in Detectors and Response Indicators Amplifier, Controller and CD player.
- iii. Check and make note of any hardware changes and/or tampering observed.
- iv. Power Supply Checks- Checking of DC Voltage across DC Power. Sort out any problematic issues with system functionality and take appropriate corrective action.
- v. Follow operational level maintenance instructions received from Officer-In-charge.
- vi. Checking of loose connections, terminations and joints of power & communication cables and restoring them.
- vii. Cleaning of Panels, Detectors, Amplifiers, Music source and Microphone Etc using appropriate methods and applications.
- viii. Check System Errors and Alarms.
- ix. Check optimum levels of performance parameter in Detectors/ panels and take corrective measures and / or notify to Officer In charge.
- x. Recommend System replacements and/or upgrades required.
- xi. Perform System Drills.
- xii. Hooters and Strobe Test for FAS.

7.2.2 Requirement of L.E.D. screens:

Contractor has to provide an independent evaluation of all LED screen to **iNDEXTb** so that owner can assess if the screen is within performance specifications, or to decide what should be done to improve its performance.

This service includes:

- i. On-site measurement of the LED screen's performance, covering every single LED, screen pixel, and screen tile and report card is to be submits on monthly basis.
- ii. A full performance evaluation report along with monthly card.
- iii. A detailed, quantitative report on screen performance, including pixel level and tile level variations to eliminates subjective opinion and guesswork.

7.2.3 Special terms and condition for D.F.M.D.:

- i. ONE set of all electronics PCB must be in spare at Mahatma Mandir complex by contractor.

7.2.4 Report Submission

For all the specialize products contractor has to produce separate sheet and register of weekly, monthly and quarterly maintenance report in the format approved by “iNDEXTb” showing clearly the points check list and action taken list and same register should be submitted on monthly basis to iNDEXTb office after signing of Engineer in charge.

CHAPTER – 8 CONDITION OF WORK

8.1 ESTIMATE FOR NON WORKING ELV SYSTEM / SUB SYSTEMS:

The successful bidder has to check the entire ELV system components before initiating the CAMC work, (within 07 days of LOA) if any ELV system or Sub system components are not in working condition, then bidder has to provide the estimate to repairs the same and on approval from iNDEXTb he has to carry out the repairs in specified time frame and thereafter has to do CAMC of the same as per tender conditions.

The Authorized System Integrator will carry out testing, commissioning of all systems before starting C.A.M.C. and also do operations & CAMC of installed ELV items for the period of 36 months i.e. 03 years. (After review of first year work – as mentioned earlier) The Authorized System Integrator shall provide operations & Comprehensive Annual Maintenance Contract from the date of work order issued.

Further, The Authorized System Integrator shall make minimum SIX maintenance schedules per annum to maintain the system and subsystems during C.A.M.C.

8.2 **RESPONSIBILITY OF THE BIDDER**

- 8.2.1 The Bidder shall utilize optimally the land available for C.A.M.C. of various facilities/components of the work and cost all components and allied works. The details of the costing shall form part of the proposal. The Bidder shall provide a detailed scheme of C.A.M.C. Work.
- 8.2.2 The Bidder has to bear in mind that if selected for the award of contract he shall have to ensure that in any case no damage is caused to the environment while executing the work.
- 8.2.3 Necessary barricading and other necessary safety measures shall be the responsibility of the C.A.M.C. Contractor. Any loss of human or damages or so, shall be the responsibility of the Work Contractor.
- 8.2.4 No Damage in case shall be caused to the structure. The selected contractor shall be Held responsible in occurrence of any such incident and will be responsible for the cost of required rectifications.
- 8.2.5 Site shall be returned to the Employer as it was in the original condition and completely free of any garbage and temporary structures.
- 8.2.6 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Employer in no case is responsible or liable for these costs, regardless of the outcome of the bidding.

8.2.7 The Bidder shall ensure proper housekeeping of the area after completion of maintenance job.

8.3 SPECIAL CONDITION

8.3.1 TERMS OF PAYMENT:

Subject to any deduction which iNDEXTb may be authorized to make under the contract, the contractor shall be entitled upon the certificate of the Engineer in Charge to the effect hereinafter stated payments of R.A. Bills shall be made to the contractor as per items, in measurable units executed according to the specifications. The payment shall be made subject to availability of Fund/Grant/Letter of Credit.

8.3.2 INSURANCE UNDER WORKMEN COMPENSATION ACT:

Agency is required to take insurance cover under the workmen compensation Act, 1923 amended from time to time from an approved insurance company and pay premium charge thereof. Wherever required by iNDEXTb, the Agency shall produce the policy or the policies of Insurance and the receipt of payment of the current premiums.

8.3.3 LABOUR LAWS TO BE COMPLIED BY THE AGENCY:

The Agency shall obtain a valid license under the contract labour (R&A) Act Central Rules 1971 and amended from time to time, and continue to have a valid license until the completion of the work. The Agency shall also abide by the provision of the child labour (Prohibition and Regulation) Act, 1986 and amended from time to time. Any failure to fulfill this requirement shall attract the penal provisions of this contract arising out the resultant for non execution of the work before the commencement of work. No labour below the age of 18 years shall be employed on the work.

8.3.4 LABOUR SAFETY PROVISION:

The Agency shall be fully responsible to observe the labour safety provisions as per Labour Laws and Law of the Land. Ignorance of any labour law related to labour safety will not be an excuse if at any stage the same are found violated by authority or and by labour inspector.

8.3.5 EMPLOYMENT OF PERSONNEL:

A. The Agency shall employ only Indian Nationals as his representatives, servants and workmen after verifying their antecedents and loyalty. He shall ensure that no personnel of doubtful antecedents and any other nationality in any way are associated with the works.

- B. Tendering Authority shall have full power and without assigning any reason to the Agency, immediately remove any representative, agent, servant and workmen or employees on account of misconduct negligence or incompetence or whose continued employment may in his opinion be undesirable. The Agency shall not be allowed any compensation on this account.

8.3.6 WORKMEN'S COMPENSATION ACT:

The Agency shall at all times indemnify Tendering authority and owner against all claims for compensation under the provision of workmen's employed by the Agency or his sub-Agency in carrying out the contract and against all cost and expenses incurred by the authority herewith.

8.3.7 MINIMUM WAGES ACT:

The Agency shall comply with all the provisions of the minimum wages Act, 1948, contract labour Act (R&A) 1970, and rules framed there under and other labour laws/laws affecting contract labour that may be brought into force from time to time. If any of the provisions or conditions are found contradictory, interest of the Govt. will be maintained and decision of the Tender invited Authority will be final.

CHAPTER – 9 AGREEMENT TERMS & CONDITIONS

During the term of this Agreement THE BIDDER agrees to provide staff for operation facility of all ELV items and maintain the EQUIPMENT in good working order and ensure of same working during any high profile/important events (Here and after defines by iNDEXTb) for this purpose will provide the following repair and maintenance service and will bind to all conditions as stated below:

- 9.1 THE BIDDER shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT. In cases where unserviceable parts of the EQUIPMENT need replacement THE BIDDER shall replace such parts, at no extra cost to with brand new parts or those equivalent to new parts in performance (or equivalent parts must define well in advance and before replacement take permission of engineer in charge in writing). THE BIDDER shall further ensure that the EQUIPMENT is not down at any time for want of spare parts.
- 9.2 Each and every component including plastic parts, breakdown due to power conditions, rodents etc. are covers under the contract excluding such Component which is Stolen, Broken, Burnt, and Damaged due to fire/water/Pilferage or any other such act not attributed to normal working condition of such systems.
- 9.3 The BIDDER must take all the necessary precautions/measures so that there is no breakdown during any of the meeting (especially sensitive events as described here after by iNDEXTb). The BIDDER has to attend to any fault immediately or has to provide suitable alternative immediately so that the proceeding of the meeting is not disturbed/hampered.
- 9.4 THE BIDDER shall correct any faults and failures in the Cable and shall repair and replace worn or defective parts of the Cable. In cases where unserviceable parts of the Cable need replacement THE BIDDER shall replace such parts, at no extra cost to iNDEXTb, with brand new parts or those equivalent to new parts in performance.
- 9.5 THE BIDDER shall provide repair and maintenance service, in response to oral instructions including telephone notice by INDEXTB and such services should be available for all period of the day during the tenure of the contract.
- 9.6 THE BIDDER shall ensure 24 hours' response time (i.e. total time taken by THE BIDDER between registering the complaint and attending the complaint). Excluding sensitive event.
- 9.7 THE BIDDER shall ensure break down call time of 48 hours (i.e. total time taken by THE BIDDER between registering the complaint and rectifying the fault). This time includes time taken to reach the site, diagnose, repair/replace

the faulty component/module/device & equipment that are covered under the contract. Excluding sensitive event.

- 9.8 THE BIDDER shall ensure Spares availability. Stocking of sufficient spares & equipments as considered necessary at the site for immediate attending the fault/breakdown & for replacement as the case may be. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, THE BIDDER shall provide a suitable replacement as Standby arrangement within 24 hours so that the work is not hampered. The packing /unpacking, transportation, loading / unloading, connection / disconnection, configuration / re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of THE BIDDER.
- 9.9 **Preventive Maintenance:** THE BIDDER shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the maintenance period and once within the first fifteen days of every subsequent month, during the currency of this Agreement, on a day and at a time to be mutually agreed upon and inform the representative of INDEXTB about any necessary steps to be taken like configuration, up gradation of software or purchase of consumables etc.

Notwithstanding the foregoing, THE BIDDER recognizes INDEXTB's operational needs and agrees that INDEXTB shall have the right to require THE BIDDER to adjourn Preventive Maintenance from any scheduled time to a date and time, not later than fifteen working days thereafter.

- 9.10 Qualified maintenance engineers totally familiar with the EQUIPMENT shall perform all repair and maintenance service described herein, as the system is a sophisticated one. The BIDDER must be having trained personnel with the required testing/repairing facilities for the system.
- 9.11 All the T&P and testing facilities required for the job shall have to be arranged by the BIDDER within the scope of work. The following consumable materials & tools items for maintaining the installations shall be arranged by the BIDDER at their own cost and shall keep ready at site in sufficient quantity under the scope of work for which nothing extra shall be paid. Tool & Plant required to operate, repair servicing and maintain the installation like ladder, scissor lift, pulleys, spanners, goti sets, screwdriver, crow bars, multimeter, blower, crimping tool, torch hand lamp bucket, container, table, chair, & other unforeseen tools & tackles.
- 9.12 THE BIDDER shall maintain at site, a written maintenance and repair log; and shall record therein each incident of EQUIPMENT malfunctioning, date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. INDEXTB shall use the same log for recording the nature of faults and failures observed in the EQUIPMENT, the

date and time of their occurrence and provide to the respective offices whenever required.

9.13 THE BIDDER shall also maintain the system health against virus attack which includes cleaning of viruses from workstation/server.

9.14 In case if THE BIDDER is not able to repair the original equipment, THE BIDDER shall supply the new substitute of same specifications or of higher specifications of reputable brand, with prior approval of INDEXTB in writing with signature of engineer in charge.

The spare & equipments to be used for repairs/replacement shall preferably be of the same make & specification as provided originally in the system as far as possible. Other make shall be permitted only if the existing make is not being manufactured or is not readily available with the prior approval of Engineer-in-Charge.

9.15 Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.

9.16 THE EQUIPMENT shall not be shifted to an alternate site and installed during the currency of this Agreement without prior written notice to iNDEXTb. However, if INDEXTB permits to shift the EQUIPMENT to a new site and install it, THE BIDDER shall be informed of the same. INDEXTB shall bear the charges for such shifting and reinstallation and THE BIDDER shall provide necessary assistance to INDEXTB in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on THE BIDDER and INDEXTB.

9.17 The BIDDER shall be responsible for ESIC & EPF of its employees and staff and iNDEXTb will not be held responsible for any non-compliance of the same.

9.18 The BIDDER has to maintain all the equipment in working condition. Rs. 5000/- per item will be deducted for each day of delay for rectifying the fault & Rs. 2000/- each day for not providing sufficient technical staff, as and when required and asked by iNDEXTb. If any item is found non-functional and is required to be hire from third party during event days, then the amount/charge of that item will be recovered from the bidder or bidder should provide the equivalent alternate of the same.

9.19 No terms or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.

9.20 THE BIDDER shall provide all working mobile no and email address of the contact person (Who is only one and Final responsible to interact with INDEXTb) to iNDEXTb for the satisfactory performance of the contract.

- 9.21 INDEXTB shall have the right to make changes and attachments to the equipment, provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase THE BIDDER cost of performing repair and maintenance service. (if within premises of Mahatma Mandir no extra cost will be given for continuing C.A.M.C. of the same equipment).
- 9.22 The contractor shall take over the installation for its maintenance and upkeep before start of work will hand over the installation in normal working order to INDEXTb after completion of work /on expiry of the contract. If any defect/damage (except normal wear & tear) is noticed, the same shall have to be rectified/replaced by the contractor at his own cost failing which the same shall be got rectified at their cost.
- 9.23 THE BIDDER agrees that it and its personnel will at all times comply with all security regulations in effect from time to time at INDEXTB's premises and externally for materials belonging to INDEXTB.
- 9.24 During the performance of the contract, if the person(s) of THE BIDDER meet with any accident which results into the death or injuries to the person(s) of THE BIDDER or any damage made to the Third party and any claim or legal penalties arise out of it will be responsibility of THE BIDDER only. INDEXTB will not be responsible in any way.
- 9.25 THE BIDDER shall follow all the regulations of Government of Gujarat and Government of India. THE BIDDER shall have any and all responsibilities of all the person(s) employed for the performance of the contract.
- 9.26 THE BIDDER acknowledges that all material and information which has or will come into its possession or knowledge in connection with this Agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to INDEXTB. THE BIDDER agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this Agreement, to release it only to employees requiring such information, and not to release or disclose it to any other party. THE BIDDER agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and nondisclosure of confidential information under this Agreement can be fully satisfied.
- 9.27 THE BIDDER shall submit to INDEXTB their invoice(s) for payments due in accordance with this AGREEMENT. Format of invoice is as per INDEXTb. All invoices must be signed by engineer in charge. The terms of such invoice(s) is that they shall be payable as per the rates submitted, negotiated and agreed by both. The invoices also attached with all reports and delivery challans if any.
- 9.28 Payment: The bidder shall be paid quarterly payment after satisfactory services. Invoice must be attached with the register they maintain for C.A.M.C and signed with the engineer in charge.

- 9.29 INDEXTb reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.
- 9.30 During the period of contract, in any dispute arising between INDEXTB and THE BIDDER, the decision of INDEXTB will be considered final. However, in any case if the requirement of Arbitration is felt then the appointment of Arbitrator will be made by INDEXTB only and the decision of THE ARBITRATOR shall be bound TO THE BIDDER in all respect what ever so it may be.
- 9.31 The jurisdiction of any dispute will be **Gandhinagar**.
- 9.32 Force Majeure shall mean and be limited to the following:
- A. War / hostilities
 - B. Riot or Civil commotion
 - C. Earthquake, flood, tempest, lightening or other natural physical disaster.
 - D. Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the BIDDER

The BIDDER shall advise INDEXTB by a registered letter duly certified by the local statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over two months, if arising out of causes of Force Majeure, INDEXTB reserves the right to cancel the order.

Completion period may be extended to circumstances relating to Force Majeure by the INDEXTB. Bidder shall not claim any further extension for completion of work. INDEXTB shall not be liable to pay extra costs under any conditions.

It will be prerogative of Government of Gujarat to take the decision on force major Conditions and Government of Gujarat's decision will be binding to the bidder. Government of Gujarat will mean any authority above the signing authority of iNDEXTb in this document, in its hierarchy and includes Industries Commissioner and/or Head of the Department of Industries and Mines and/or head/chairperson of any committee so constituted by the Government of Gujarat specific to activities related to Mahatma Mandir.

**Managing Director,
Industrial Extension Bureau,
Gandhinagar**

Contractor

Date:-
Place:-

**ANNEXURE- A:
DECLARATION LETTER OF BIDDER**

(Must be submitted on bidder's letter pad with authorized signatory)

From: _____

Date: _____

To,
Managing Director,
Industrial Extension Bureau,
Block No: 18, 2nd Floor,
Udhyog Bhavan, Sector-11,
Gandhinagar, Gujarat.

Subject: Bidder's declaration letter
Ref.: Tender ID _____

Sir,

I/We have carefully gone through the tender documents for **Operations & Comprehensive A.M.C. for ELV items installed at Mahatma Mandir Convention Centre (MMCC), Gandhinagar, Gujarat.**

I/we hereby declare that

1. All the information related to our company, manpower, customer base, projects, financial details, pre-qualification documents etc. provided in our offer is true and without any alteration / modifications.
2. I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for bidding in "iNDEXTb" in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit.
3. All the provisions of this tender Document are acceptable to my company. No violation of the terms and conditions as mentioned in the tender document have been made.
4. I declare that my company has not been debarred /blacklisted by any Government/Board / Corporation in India
5. I declare that my company has no litigation pending in the court, even if it is those are mentioned in annexure.

I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of Authorized Person and Seal)

ANNEXURE- B
(DETAILS OF LITIGATION)

Name of applicant / or parties :

Applicant should provide information on any History of litigation or arbitration resulting from contracts executed in last five years or currently under execution.

Years	Award for / or against applicant	Name of client, Cause of litigation & matter of dispute	Disputed amount in rupees

NOTE:

The above information shall be supported with necessary documents otherwise the same shall be treated as null & void. If the information to be furnished in this schedule will not be given & come to the notice subsequently will result in disqualification of bidder.

Date:

Signature with Seal of the Bidder

ANNEXURE-C
(DECLARATION / UNDERTAKING)

1. I / We agree that the decision of iNDEXTb, (A Government of Gujarat Organization) hereby referred as Client in selection of Applicants / Contractor, phasing of works and in any other Project related matter, will be final and binding to me / us.
2. All the information and data furnished herewith are correct to my / our best of knowledge.
3. I / We agree that we have no objection, if inquiries are made about our works, its related areas and any other inquiry regarding all details, projects and works listed by us in the Pre-Qualification Document.
4. I / We also understand that furnishing of wrong information or hiding of any information shall be a cause for disqualification.

Date :

Signature with Seal of the Bidders

Price Bid

Name of Work: Operations and Comprehensive Annual Maintenance Contract (CAMC) for ELV items installed at Mahatma Mandir Convention Centre (MMCC), Gandhinagar, Gujarat.

Operations & CAMC of ELV items

No.	Details	Total price including all kind of taxes applicable. (in Rs.)
1	Total cost for providing operation facility of installed ELV items as mentioned in this RFP for First Year.	
2	Total cost for Comprehensive Annual Maintenance Contract (CAMC) of installed ELV items mentioned in this RFP for First Year.	
Total:		

No.	Details	Total price including all kind of taxes applicable. (in Rs.)
1	Total cost for providing operation facility of installed ELV items as mentioned in this RFP for Second Year.	
2	Total cost for Comprehensive Annual Maintenance Contract (CAMC) of installed ELV items mentioned in this RFP for Second Year.	
3	Total cost for providing operation facility of installed ELV items as mentioned in this RFP for Third Year.	
4	Total cost for Comprehensive Annual Maintenance Contract (CAMC) of installed ELV items mentioned in this RFP for Third Year.	
Total:		

For tender evaluation, only first year prices quoted by agency (Operation & CAMC both) are applicable whereas price quoted for 2nd & 3rd year will be negotiable and not included in tender evaluation procedure.

However, it is mandatory to provide the rates for second & third year (For Operation & CAMC both), else tender is subject to disqualification.
