



Government of Tripura
College of Veterinary Sciences and Animal Husbandry
R.K. Nagar, Tripura-799008

NOTICE INVITING TENDER (NIT) (2nd CALL)

**NOTICE INVITING TENDER (2nd Call) FOR COMPREHENSIVE MAINTENANCE
CONTRACT (CMC) OF CCTV AND BIOMETRIC MACHINES
FOR COLLEGE OF VETERINARY SCIENCES & A.H., R.K. NAGAR, WEST TRIPURA.**

Notice Inviting Tender/ Quotation (2nd Call) is invited by the Principal, College of Veterinary Sciences & Animal Husbandry, R.K.Nagar, Tripura (w), from the resourceful, experienced, reliable, bonafide, renowned, interested/eligible bidders for Comprehensive Annual Maintenance Contract (CMC) of CCTV and Biometric Machines for the FY 2025-26.

The details of Tender, quantity, specification, terms and condition etc. are made available in the website (<https://ardd.tripura.gov.in>). **The last date/time of submission of the Tender Documents by online is on 10/07/2025 at 5:00 PM.**

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[Dr. (Mrs.) P. Barman]
Principal,
College of Veterinary Sciences & AH
R.K. Nagar, Tripura



Government of Tripura
College of Veterinary Sciences and Animal Husbandry
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Subject: Limited Sealed Tenders (2nd Call) are invited from interested and eligible firms for Comprehensive Annual Maintenance Contract of Biometric Machines & CCTVs etc. installed/running at College of Veterinary Sciences & Animal Husbandry, R.K.Nagar, Tripura (W) for the FY 2025-2026.

The College of Veterinary Sciences & Animal Husbandry, R.K. Nagar, Tripura (W) intend to obtain Limited Sealed Tenders (2nd Call) for the comprehensive Annual Maintenance Contract of Biometric Machines & CCTVs of this office including NVRs, DVRs etc.

Display Unit etc. as per Annexure-I with the following additional information: -

1. All the Biometric Machines and CCTVs are installed in this office (C.V.Sc & AH, R.K. Nagar) as per Annexure-I and are in working condition. However, the firm may check/inspect it to their satisfaction from **23.06.2025 to 30.06.2025** between **11:00 AM to 01:00 PM** before tendering the rates. Any change in rates shall not be permissible after the submission of bids.
2. The bids shall be submitted in the "Two Bid System" manner i.e. (i) **Technical bid** should indicate business profile of the firm as per Annexure-II and (ii) **The Financial bid** should indicate the maintenance rate in the prescribed format provided in Annexure- III considering all the terms and conditions of the tender enquiry. **The bids should be submitted for comprehensive AMC and indicate rates for each item separately.** At first, Technical bid shall be evaluated in respect of the bidder's profile and then, Financial bid shall be evaluated only for those bidders who qualify in Technical bid. **Technical bid must be kept in a separate envelope** clearly mentioning "Technical Bid for Comprehensive Maintenance of Biometric & CCTVs" and **Financial bid must be kept in a separate envelope** clearly mentioning "Financial Bid for Comprehensive Maintenance of Biometric & CCTVs". **Both Technical bid and Financial bid should be kept in a single envelope with title "Quotations for comprehensive maintenance contract of biometric machines & CCTVs".**
3. Rate/unit and total amount should be mandatorily quoted in tender document for all the items mentioned in Financial bid. However, L-1 firm will be determined on overall prices quoted by the firm.
4. Duly filled in quotations should be addressed and sent to Principal, College of Veterinary Sciences & Animal Husbandry, R.K. Nagar or may be dropped in the box kept in officer's chamber so as to reach **on or before 10/07/2025 at 5:00**. No tender will be entertained received after due time and date. The technical bids shall be opened in the presence of the interested bidders. if so, on **11.07.2025 at 12:30 PM**. The financial bid shall be opened on the date as prescribed by the committee/competent authority of this office.
5. The successful bidder has to enter into an agreement on terms and conditions of this tender notice.
6. The decision of the **Competent Authority** shall be final and binding to the bidder in case of any dispute.
7. The interested eligible bidder has to submit the tender fees of **₹ 300/-** (Rupees Three Hundred

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only) in the form of a Demand Draft drawn on a Nationalized Bank favour of the “ Principal College of Veterinary Sciences and Animal Husbandry, R.K. Nagar” at the time of submission of bids. The tender fees will be non-refundable. The date of the Demand Draft submitted for the same should not be earlier than the date of issue of this NIT.

8. The firm must submit an **EMD of Rs. 3,000/-** in form of DD in favour of Principal, College of Veterinary Sciences & Animal Husbandry, R.K. Nagar along with technical bid. **Failing which the bids shall not be entertained.**
9. The CMC will be valid for the period from the date of **awarding the contract to 31.03.2026.**
10. Biometric systems/CCTVs items, if any, and which comes under purview of AMC during the FY 2025-26, proportionate charges for fraction period will be paid for the services provided.
11. Tender document along with Annexures (on each page) shall be signed with seal of the authorized representative of the firm as token of accepting terms and conditions of the tender notice.
12. Incomplete tender will be rejected summarily.
13. Conditional bids either at technical or at financial stage shall not be entertained.
14. The L1 bidder will be arrived at on the basis of the grand total. Ranking of the Bidders will be ascertained according to the total amount of price quoted for all the items. Bidder who has quoted the lowest rate in grand total will be ranked first and so on.
15. The successful tenderer shall have to execute an Agreement with the department on certain terms & conditions as and when required.
16. **Only onsite support bid should be entertained and support by mean of remote in bid shall not be entertained.**
17. **If Successful bidder should have a local service shall have to establish one service center within 15 days of award of contract.**

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Terms and Conditions for
Comprehensive Annual Maintenance Contract

1.0 SCOPE OF THE CONTRACT

- 1.1. This contract shall cover preventive and break down maintenance of Biometric and CCTV including NVRs, DVRs etc. as listed in Annexure-I and satisfactory working of equipment of surveillance system including software. The contract shall also include maintenance of software.
- 1.2. The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts sub- assemblies. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Consumable items viz. attendance system reports, cable batteries, connectors etc. only shall not be covered under AMC.
- 1.3. The items under AMC shall be repaired or provided a stand-by of similar configuration against any specific complaint within 24 Hrs. from the time of reporting, failing which, the penalty shall be imposed as under: -
 - (a) If complaint is resolved (either providing stand-by or setting original equipment right) within 24 Hrs., no penalty shall be levied.
 - (b) If stand-by is provided after the 24 Hrs, penalty of 10% of the per unit AMC charge, per day per item shall be levied after 3 days till the original hardware unit is set right.
 - (c) If stand-by not provided even after the 24 hrs., penalty of 20% of the per unit AMC charge, per day per item shall be levied till the original equipment is set right.
 - (d) If original equipment becomes beyond repair, it shall in any case be replaced within a week, failing which a penalty of 50% of the book value of the equipment shall be levied.
 - (e) If original equipment is lost in the custody of firm, it shall be considered as serious concern of carelessness and the loss will be compensated by levying penalty as competent authority may think fit.
- 1.4. It shall be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of Biometric and CCTV including NVRs as listed in Annexure-I during AMC period.
- 1.5. The firm may be asked to provide information on backup and recovery process of CCTV and biometrics data from time to time.

2.0 PERIOD OF THE CONTRACT

- 2.1 This contract shall remain valid for a period from the date of award of the contract to 31.03.2026 and shall be specified in the letter of acceptance.
- 2.2 If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one-month notice to the firm. The decision of competent authority shall be final in this regard.
- 2.3 If situation demands, Competent Authority may direct AMC awardee firm to provide their services after expiry of FY 2025-26. The firm shall be paid pro rata basis for services provided in this situation.

3.0 RATES FOR AMC

- 3.1 The firms should quote their rates in words as well as in figures on the tender form issued to all the vendors. The rates shall be inclusive of all taxes and duties.
- 3.2 The rates offered shall remain FIRM and VALID for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

4.0 PAYMENT TERMS

- 4.1 The annual maintenance charges would be paid in four installments after completion of each quarter. First installment would be due for payment after expiry of quarter or two months from the date of commencement of the contract. Payment would be made on submission of bills separately by the contractor to IT Section, College of Veterinary Sciences & Animal Husbandry, R.K. Nagar, who shall certify, based on User's call register maintained in Computer Cell Section after ensuring that the work has been executed satisfactorily as per terms and conditions of the agreement. The last quarter payment will be released after all the machines under AMC are checked. No advance payment in any case would be made. Recoveries on account of penalties etc. shall be deducted from the quarterly bills.
- 4.2 Deduction of Tax at source shall be made by the office, whenever applicable for Income Tax; any other applicable taxes as per rules.

5.0 OTHER TERMS

- 5.1 A log register shall be maintained in the IT Cell section of this office for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of complaint recorded in this register shall be considered as the log time. The firm's representative shall record there the date and time of rectification with their name and signature, provision of standby etc. in this register. The log register will be checked and authenticated by a designated officer of this office and the complaint would then be considered as resolved. If standby has been provided, then the time in which the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of this office. When the original equipment is returned after repair, the representatives of the firm and this office would record it in the log register and the complaint would be treated as resolved.
- 5.2 Preventive maintenance with special cleaning of the Biometric and CCTV from outside with liquid cleaner will be carried out on quarterly basis. Failure to clean external parts of Biometric and CCTV and an amount of **₹ 50/- per equipment (Biometrics and CCTV) per quarter will be deducted from the AMC payable to the firm.** The report of preventive maintenance shall be sent quarterly by 5th day of expiry of each quarter to Principal, College of Veterinary Sciences & Animal Husbandry, R.K. Nagar, of this office in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by IT Section in the call register and preventive maintenance register/file.
- 5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipment's for service/maintenance will be brought by the Service Engineer while attending the complaints of Biometric and CCTV. However, all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc. shall be provided by the office. In case the equipment is required to be taken to workshop, all arrangements shall be made by the firm. Necessary Gate Pass for taking the equipment outside the office building shall be provided by the

office.

- 5.4 Service Call Report shall be submitted quarterly by the firm indicating the status of attending of various complaints along with date and time of repairing.
- 5.5 Tender document along with Annexures II and III should be undersigned (on each page) by Authorized representative of firm with Seal.

6.0 SECURITY DEPOSIT

- 6.1 Security Deposit for the AMC shall be 10% of the contract value. First installment payment will be released after submission of Performance Bank Guarantee/Security Deposit equal to 10% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.
- 6.2 Security Deposit (SD)/Performance Guarantee shall be returned to the contractor after the completion of the period of the AMC and after the approval of the competent authority. Before releasing the Security Deposit, an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.
- 6.3 No interest will be payable upon the Security Deposit or amounts payable to the contractor under the contract.

7.0 LIABILITY FOR COSTS & DAMAGES

- 7.1 All costs of damages or expenses which this office may incur on the part of the firm may be deducted by the administration at his discretion either from money due or to become due or refundable to him. The competent authority reserves all the rights and shall be entitled to retain payments to the extent of damages recoverable from the firm under this contract and to set off the same against all claims whether arising out of this contract or out of any other transaction whatever due to the contractor.
- 7.2 Contractor shall follow all Central/State legislation related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law in vogue.

8.0 AGREEMENT

The successful bidder shall be required to execute an agreement with the Principal, College of Veterinary Sciences & Animal Husbandry, R.K. Nagar, Tripura (W) or officer authorized by him for carrying out the work according to the instructions to bidders and conditions of contract.

9.0 JURISDICTION

All the disputes and differences arising out of or in connection with this contract/agreement shall be subject to the exclusive jurisdiction of Court of Law at Tripura only.

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Principal,
College of Veterinary Sciences & AH
R.K. Nagar, Tripura

Annexure -I**List of Biometric Machines/CCTVs/ NVRs/DVRs/Software to be covered under CMC during 2025-2026**

Sl. no	Make & Configuration of Systems	Unit	Remarks
1	ZKT Software (at IT Section)	06	Biometric machines
2	ZKT Software (at Fodder Farm)	01	
3	ZKT Software (at Duck Breeding Farm)	01	
4	ZKT Software (at TVCC)	01	
5	Facial recognition device (Make: Mini AC ZKT) (at IT Section)	06	
6	Facial recognition device (Make: Mini AC ZKT) (at Fodder Farm)	01	
7	Facial recognition device (Make: Mini AC ZKT) (at Duck Breeding Farm)	01	
8	Facial recognition device (Make: Mini AC ZKT) (at TVCC)	01	
At TVCC Building			CCTV
9	IP Dome 2MP upto 20 M distance (Make: Prama PT-NC123D3-I DE)	3	
10	IP Dome 2MP upto 40 M distance (Make: Prama PT-NC120D3-I DE)	2	
11	16 Channel NVR- Prama PT-NR2A16-Q1	1	
12	4 TB SATA HDD (Seagate ST 4000VX007	1	
13	Rack 2 U with all accessories (Make: CP Plus HA-RK4535VM-2U	01	
14	1 KVA UPS (for power backup) (Make: Zebronics Zeb-U1201)	01	
15	16 port POE switch for camera (Secureye S-16FE-2UG-IUF-LD)	01	
16	Wall Mounted Display Unit-18.5 inch display (Secureye SE-MON-20H)	01	
At Girls Hostel			
17	IP Dome 2MP upto 20 M distance (Make: Prama PT-NC123D3-I DE)	3	
18	IP Dome 2MP upto 40 M distance (Make: Prama PT-NC120D3-I DE)	13	
19	16 Channel NVR- Prama PT-NR2A16-Q1	1	
20	4 TB SATA HDD (Seagate ST 4000VX007)	1	
21	Rack 2 U with all accessories (Make: CP Plus HA-RK4535VM-2U	01	
22	1 KVA UPS (for power backup) (Make: Zebronics Zeb-U1201)	01	
23	16 port POE switch for camera (Secureye S-16FE-2UG-IUF-LD)	01	
24	Wall Mounted Display Unit-18.5 inch diplay (Secureye SE-MON-20H)	01	

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Sl. no	Make & Configuration of Systems	Unit	Remarks
At Boys Hostel			
25	IP Dome 2MP upto 20 M distance (Make: Prama PT-NC123D3-I DE)	2	
26	IP Dome 2MP upto 40 M distance (Make: Prama PT-NC120D3-I DE)	8	
27	16 Channel NVR- Prama PT-NR2A16-Q1	1	
28	4 TB SATA HDD (Seagate ST 4000VX007)	1	
29	Rack 2 U with all accessories (Make: CP Plus HA-RK4535VM-2U)	1	
30	1 KVA UPS (for power backup) (Make: Zebrionics Zeb-U1201)	1	
31	16 port POE switch for camera (Secureye S-16FE-2UG-IUF-LD)	1	
32	Wall Mounted Display Unit-18.5 inch display (Secureye SE-MON-20H)	1	
At Administrative block and class room			
33	IP Dome 2MP upto 20 M distance (Make: Prama PT-NC123D3-I DE)	11	
34	IP Dome 2MP upto 40 M distance (Make: Prama PT-NC120D3-I DE)	5	
35	16 Channel NVR- Prama PT-NR2A16-Q1	1	
36	4 TB SATA HDD (Seagate ST 4000VX007)	1	
37	Rack 2 U with all accessories (Make: CP Plus HA-RK4535VM-2U)	1	
38	1 KVA UPS (for power backup) (Make: Zebrionics Zeb-U1201)	1	
39	16 port POE switch for camera (Secureye S-16FE-2UG-IUF-LD)	1	
40	Wall Mounted Display Unit-18.5 inch display (Secureye SE-MON-20H)	1	
41	Maintenance of total Networking with cables and all their components. (Locations Boys & girls hostel, TVCC & Admin block)	01 JOB	

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Annexure-II

Technical bid proforma for Comprehensive Maintenance of Biometrics and CCTVs
(To be kept in a separate sealed cover i.e. "Technical Bid")

Sl. No.	(Mandatory Information enclosures)	Details of Information	Page. No showing details
1.	Name of the firm/ Agency and address. (with contact no. & email)		
2.	Copy of CCTV and Biometric AMC work order executed successfully for minimum three years in the existing Govt. organization must be enclosed.		
3.	Local service Center of the firm from which services would be provided ?		
4.	Name and designation of the technically qualified personnel available with the service center who shall attend the complaint call of this office must be enclosed.		
5.	Copy of PAN/TAN/GST:		
6.	Copy of the latest Income Tax Return(ITR) or GST Return (GSTR) filed by the firm must be enclosed.		
7.	EMD ₹ 3000/- to be enclosed in form of DD in favour of Principal, College of Veterinary Sciences & Animal Husbandry, R.K. Nagar along with technical bid.		
8	Agency Registration No. (Copy of Registration should be enclosed) :		
9	Bankers' Name & address and Bank Account No. along with IFSC Code of Firm		
10	Whether agency is blacklisted by any Government Department or any criminal case is registered against the firm or its owner / partner anywhere in India:		
11	Whether a copy of terms and conditions (duly signed), in token of acceptance of same is attached :		
12	List of Documents Submitted with tender:		

Dated signature of the authorized representative: Seal of the Firm:

Annexure-III

Financial bid proforma for Comprehensive Maintenance of Biometric and CCTV
(To be kept in a separate sealed cover i.e. "Financial Bid")

BIOMETRIC & CCTV			
Make & Configuration of Systems	unit	CAMC Rates per unit	Total Amount
ZKT Software	09		
Facial recognition device (Make: Mini AC ZKT)	09		
IP Dome 2MP upto 20 M distance (Make: Prama PT-NC123D3-I DE)	19		
IP Dome 2MP upto 40 M distance (Make: Prama PT-NC120D3-I DE)	28		
16 Channel NVR- Prama PT-NR2A16-Q1	4		
4 TB SATA HDD (Seagate ST 4000VX007)	4		
Rack 2 U with all accessories (Make: CP Plus HA-RK4535VM-2U)	4		
1 KVA UPS (for power backup) (Make: Zebronics Zeb-U1201)	4		
16 port POE switch for camera (Secureye S-16FE-2UG-IUF-LD)	4		
Wall Mounted Display Unit-18.5 inch display (Secureye SE-MON-20H)	4		
Maintenance of total Networking with cables and all their components.	01 JOB		
Total Quoted Price (A):			
All applicable taxes, if any, over quoted price (B):			
Grand total of the quoted price (A+B):			
Grand total of the quoted price (in words):			

Dated signature of the authorized representative: Seal of the Firm:

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