



**ICMR-NATIONAL INSTITUTE FOR RESEARCH IN REPRODUCTIVE HEALTH
(Indian Council of Medical Research)**

Jehangir Merwanji Street, Parel, Mumbai 400012, Maharashtra
Phone 022-24192060; 24192019; Fax 022-24139412

Tender No. NIRRH/ST/12/2020-2021

Date: October 19, 2020

**Subject: Tender for Comprehensive OR Non-Comprehensive Maintenance
Service Contract for CCTV Surveillance Installations**

Due Date: 09th November, 2020; 17.00 Hrs.

SCOPE OF WORK:

1. The details of various locations of CCTV Surveillance Installation to be covered under the contract are:
 - I. ICMR-National Institute for Research in Reproductive Health
Jehangir Merwanji Street, Parel, Mumbai 400012, Maharashtra.
Major Components of CCTV Installations:
HIKVISION HD IR Dome Camera: 14 Nos.;
HIKVISION HD Bullet Camera: 6 Nos.;
HIKVISION HD 16 CH DVR with 2 TB Hard Disk: 2 Nos.
 - II. ICMR-NIRRH International Hostel cum Staff Quarters
25 A, R J Thadani Marg, Opp. Flora Chinese Restaurant, Worli Sea Face,
Worli, Mumbai 400030, Maharashtra.
Major Components of CCTV Installations:
HIKVISION HD IR Dome Camera: 03 Nos.;
HIKVISION HD Bullet Camera: 06 Nos.;
HIKVISION HD 8 CH DVR with 2 TB Hard Disk: 1 No.
 - III. Women's Health Clinic
18 A, Old B.D.D. Chawl, Ground Floor, M.J. Phule Road, Next to Lokseva
School, Naigaum, Dadar, Mumbai 400014.
Major Components of CCTV Installations:
HIKVISION HD IR Dome Camera: 02 Nos.;
HIKVISION HD 4 CH DVR with 1 TB Hard Disk: 1 No.
 - IV. Staff Quarters at Borivali East *
Building No.14, H.I.G. Colony, Opp. Yojana Vidyalaya, Magathane, Borivali East,
Mumbai 400066, Maharashtra.
Major Components of CCTV Installations:
HIKVISION HD Bullet Camera: 08 Nos.;
HIKVISION HD 8 CH DVR with 2 TB Hard Disk: 1 No.
 - V. Staff Quarters at Dahisar East *
Building No.3, M.H.B. Colony, Near Ashok Van, Dahisar East, Mumbai 400068.
Major Components of CCTV Installations:
HIKVISION HD Bullet Camera: 06 Nos.; HIKVISION
HD 8 CH DVR with 2 TB Hard Disk: 1 No.
 - VI. Model Rural Health Research Unit (MRHRU,ICMR-NIRRH),
Next to Sub District Hospital, Agar, Dahanu Road 401601, Maharashtra.
Major Components of CCTV Installations:
HIKVISION HD IR Dome Camera: 02 Nos.;
HIKVISION HD 04 CH DVR with 1 TB Hard Disk: 1 No.

* The Sites at sr.nos. IV & V above are undergoing Civil Works and the CCTV Setup is dismantled and contract for said sites would be initiated after reinstallation of Setup after completion of Civil Works.

2. **Comprehensive contract** shall include the repair / replacement of defective parts (*including items not mentioned in the scope of work viz. wiring etc.*) with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.

Non-Comprehensive contract shall include repair/replacement of defective parts with parts provided by the Institute.

3. The qualified firm is supposed to provide response within 24 hours in the case of any break down or complaint launched from this office. The same complaint must be resolved in 48 hours otherwise penalty shall liable to be imposed. If the time taken exceeds 48 hours for resolving the complaint, the contractor/firm should keep stand by for replacing the concerned equipment till it is made functional.
4. The contractor/firm has to ensure uninterrupted recording of CCTV surveillance system covering all locations. It includes relocation of CCTV cameras and time to time check proper connectivity of surveillance system.
5. The firm will have to provide Preventive Maintenance once every month and All Break Down Maintenance, as and when required. Preventive maintenance includes general maintenance like cleaning of all hardware using suitable cleaning material/supportive equipment, proper network cabling and to resolve the issues with respect to loose connections. A separate log book shall be maintained for preventive maintenance record and it should be signed by the competent officer at different locations.
6. The equipment are normally required to be repaired in the premises of installations. In exceptional cases when the equipment cannot be repaired in the office premises and required to be taken to the workshop, no charges would be billed towards cartage and the expense for the to and fro transportation of the machines will be borne by the firm concerned.
7. The equipment being taken to the workshop for repair would be at contractor/firm own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be made good by the contractor/firm.
8. All tools and testing instruments required for checking, testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor.
9. The contractor shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/Hard Disc in the regular intervals. The provision of DVD/Hard Disc shall be in the scope of work of tender.
10. It shall be the responsibility of the firm to make all the CCTV surveillance system and equipment work satisfactorily throughout the contract period and to hand over the systems in working conditions to this department after expiry of the contract.
11. The contractor/firm must ensure confidentiality regarding handling of all information obtained, whether videotapes, snapshots, written, verbal and other sensitive materials.
12. The Contractor/firm should ensure all storage and apparatus should be virus free.
13. The service engineer/technicians will be allowed to work on all working days. Renting, lending and copying of any software and hardware products are completely prohibited.