

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	10-06-2026 13:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	10-06-2026 13:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	30 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Consumer Affairs Food And Public Distribution
विभाग का नाम/Department Name	Department Of Food And Public Distribution
संगठन का नाम/Organisation Name	Food Corporation Of India (fci)
कार्यालय का नाम/Office Name	District Office/east
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	shishir287968@fci.gov.in
वस्तु श्रेणी /Item Category	AMC of Integrated Security and Surveillance System - Vandalism Deterrence, Theft Prevention, Monitor Operations, Employee Safety, Event Video Surveillance, Visitor Management; Comprehensive; Hardware, Networking System; Consumables to be provided by ..
अनुबंध अवधि /Contract Period	1 Year(s) 6 Month(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	1 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience	Yes Partial Experience - 01 year (s)
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	93750
Payment Timelines	Payments shall be made to the Seller within 45 days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15

ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within $L-1+ 15\%$ (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM_No.1_4_2021_PPD_dated_18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
4. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within $L-1+ 15\%$ of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any

impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.
7. Short Duration Bid has been published by the Buyer with the approval of the Competent authority due to Emergency procurement of critical products/services.

8. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work:[1780470820.pdf](#)

AMC Of Integrated Security And Surveillance System - Vandalism Deterrence, Theft Prevention, Monitor Operations, Employee Safety, Event Video Surveillance, Visitor Management; Comprehensive; Hardware, Networking System; Consumables To Be Provided By .. (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
ISS Components	Vandalism Deterrence , Theft Prevention , Monitor Operations , Employee Safety , Event Video Surveillance , Visitor Management
AMC Type	Comprehensive
Components to be covered under AMC	Hardware , Networking System
Cost for Consumables Materials	Consumables to be provided by Service Provider (included in the contract cost)
Type of Premises	Business House , Warehouse
Control Unit Type	Control Room
Preventive Maintenance	Depending upon the system as mentioned in the Scope of work
Data Backup and Recovery Required	Yes
Event Analysis & Critical Reporting	Incident Analysis & Reporting

विवरण/ Specification	मूल्य/ Values
Manpower (Technical Support Engineer / Resident Engineer) Deployment	Not Required
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
No. of Locations for manpower deployment	01

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्ट दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Shishir Tamang	734004,FOOD CORPORATION OF INDIA OFFICE OF THE AREA MANAGER DISTRICT OFFICE, SILIGURI CSD, DABGRAM COMPLEX , SILIGURI	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Notice Inviting Quotation

1. OBJECTIVE OF CONTRACT:

To ensure uninterrupted, effective, clear and proper capturing of video images of pre-identified locations for the designated depot premises, by repairing/servicing of existing CCTVs and allied peripherals so as to have continuous display/storage of such image/data and its retrieval as and when required for effective security surveillance and to bring the mentioned surveillance system in 100 % working condition.

2. SCOPE OF WORK:

- a. The AMC (Annual Maintenance Service) contract of existing 06 (Six) CCTV cameras installed at CSD Dabgram under D.O. Siliguri for a period of 01 (ONE) year which may be extended up-to maximum six months beyond contract period at the same rate, terms and conditions by the Divisional Manager, D.O. Siliguri.
- b. Onsite comprehensive Annual repair and Maintenance of **06 (Six) CCTV cameras** and its accessories installed at CSD Dabgram under Office of the Divisional Manager, D.O. Siliguri. **The qualified firm is supposed to respond within 24 hours in the case of any break down or complaint lodged from FCI. The same complaint must be resolved within 48 hours, otherwise penalty of Rs. 200/- per day shall liable to be imposed for the days or part thereof beyond 48 Hrs.** The tenderer shall deploy only well experienced and qualified personnel for execution of the work.
- c. The scope of work covered in this tender includes repairing of the non-working CCTV cameras out of all the existing 06 number of CCTVs (cameras) with all the allied peripherals which includes all the existing CCTV cameras, Monitors, cables, UPS, power backup and other allied peripherals etc installed/controlled from the unit of depot office. This also includes all the cost of repairing/servicing. **The tenderer should provide 01(one) year of service warranty for the existing 06 CCTV camera system along with peripherals controlled from depot office at Siliguri and its allied peripherals.**
- d. The contractor shall deploy only well experienced and qualified personnel for execution of the work. **The main objective of service warranty is that the entire CCTV system is to be functional in 24x7x365days without any interruption within their service warranty period of 01 (one) year as per relevant standards and practices as stipulated in GEM portal to maintain the CCTV system without any interruption.** It includes relocation of CCTV cameras if required and time to time check proper connectivity of surveillance system.
- e. AMC shall also include dismantling/reinstallation whenever & wherever required.
- f. Annual Maintenance Contract shall include repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the Divisional Manager, Siliguri.
- g. Only genuine spare parts shall be used / replaced by the contractor. For each of the equipment's replaced by the Contractor, he will submit the equipment's guarantee/warranty certificates to the concerned Depot Officer/Depot-In-Charge, CSD Dabgram and Manager (Sec) for D.O FCI Siliguri.

- h. During the period of Contract, it shall be the responsibility of the Contractor to carry out repairing of part(s), if any, without any extra cost of FCI. All materials and equipment's etc. required by the Contractor for the works, during period will be arranged by him at his own cost.
- i. The contractor has to demonstrate and educate depot personnel regarding basic handling and backup procedure of CCTV systems.
- j. Barring force Majeure any damages shall be covered under this comprehensive Annual maintenance contract.
- k. The contractor shall ensure that the entire CCTV System including its components and all allied materials are working properly and continuously without fail during currency of the contract. The contractor shall also be responsible for deployment of service Engineer/skilled technical personnel for regular visit at least once in a fortnight for cleaning of all hardware using suitable cleaning material and supportive equipment. Preventive maintenance includes proper network cabling and to resolve the issues with respect of loose connection. A separate log book shall be maintained for preventive maintenance record. No Charges (TA, DA etc) shall be paid by FCI to the service engineer for these visits. **The service Engineer/skilled technical personnel of the contractor should submit the entire CCTV System's working report to the concerned Depot Officer/Depot-In-Charge, CSD Dabgram & DO after that visit.**
- l. The equipment's are normally required to be repaired in FCI Premises only. In exceptional Cases when the equipment's cannot be repaired in the office premises and required to be taken to the workshop, the FCI will not make any payment towards cartage and the expense for the to and for transportation of the equipment(s) shall be borne by the firm concerned.
- m. The equipment being taken to the workshop for repair would be at Company's own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be rectified/replaced by the company itself.
- n. All tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the contractor.
- o. It will be the responsibility of the contractor, to provide all the technical details of the
CCTV system e.g. login information and passwords etc. (as applicable) to the Depot officer/Depot In-Charge as well as the other agency (as approved by FCI, DO- Siliguri) after successful conclusion of the service period.
- p. All tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor.
- q. 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/CD/HDD in the regular interval as instructed.
- r. **The company agrees that it shall:**

- i. Keep all Confidential Information strictly confidential and shall not divulge such Confidential Information to any person.
 - ii. Take all steps to protect the integrity of the Confidential Information and to ensure against any unauthorized disclosure thereof.
 - iii. Promptly inform FCI of any potential or accidental disclosure of the Confidential Information and take all steps, together with FCI, to retrieve and protect the said Confidential Information.
 - iv. The company must ensure confidentiality regarding handling of all information obtained within the Control Room, whether videotapes, snapshots, written, verbal and other sensitive materials held within the Control Room and in FCI premise.
- V. Ensure all storage and apparatus should be virus free/technically sound.
- vi. Engineer(s) will not be engaged in any private work/act/practice in FCI premise.
 - vii. Renting, lending and copying of any software and hardware products are completely prohibited.
 - viii. Any breach of this clause may cause FCI substantial and irreparable damages, and in any event of such breach, in addition to other remedies, which may be available, the FCI shall have the right to seek specific performance and injunctive and equitable relief.

3. ELIGIBILITY CRITERIA:

- a. The Tenderer should have satisfactorily completed the works of Installation/Maintenance of CCTV systems including cameras and its accessories for a minimum of 01(one) year in Public Sector Undertakings/ Central Government /State Government or other government department or reputed private organizations, if any. Copies of relevant contracts to be submitted along with bid in support of above criterion failing which the tenders are liable to be rejected. GeM rules will be applicable for relaxation/exemption.
- b. **The applicant shall submit valid Trade license, PAN Card, GST registration, MSME registration (as applicable), experience certificate (as mentioned in Point 3a.), last two years IT return, Bank account details, Local Office address and contact details as per bid requirement.**
- c. **Successful Tenderer at the time of joining has to deposit 5% of tendered amount as Security Deposit (within 15 days and further 15 days is allowed with 1% penalty on the SD amount at the discretion of the Divisional Manager). SD will be released after completion of Contract period.**

COMPULSARY DOCUMENTS REQUIRED AS PER GEM BID:

1. Acknowledgement copy of last 02 year Annual IT Return i.e, FY-2023-24 and 2024-25.
2. GeM Contract along with SDAC or Experience certificate issued by the Ser

vice Recipient.

3. Valid Trade License/Certificate of Establishment.
4. PAN Card.
5. MSME registration (as applicable)
6. Bank account details
7. Local Office address and contact details.

d. The bidder shall quote consolidated rate inclusive of all taxes.

4. SCHEDULE OF PAYMENT:

a. No advance payment will be made to the party awarded tender.

b. 100% of the bill value (as applicable) will be paid in monthly installment. The “Satisfactory Service Certificate” by the Depot Officer / Depot-In- Charge, FSD Siliguri must be submitted on each occasion of claiming the bills.

c. The bidder shall submit bills as per payment terms cited above but not later than two months from the date of expiry of the contract.

d. The payment will be made after deduction of TDS, as per prevailing rules/rates.

e. The payment made in excess, will have to be refunded by the Company to FCI.

f. Payment for any inclusion/deletion of CCTV Cameras and Peripherals (other than the scheduled items) will be calculated on a pro-rata basis.

g. The payment for last month of the contract period will be released after satisfactory take over by the next incoming AMC provider. The cost of all defective parts/components of the Systems found defective/non-functional by the next incoming AMC provider shall be borne by tenderer, which may be adjusted from the payment of the last month of the contract period, if required.

h. The payment shall be made through e-Payment System/online mode etc only.

5. VOLUME OF WORK:

Subject as herein after mentioned the Corporation do not guarantee any definite volume of work or and particular pattern of service at any time or throughout the period of Contract. The mere mention of any item of work in this Contract is not by itself confirm right on the Agency to demand that the work relating to all or any item thereof should necessarily or exclusively be entrusted to them. The Corporation will also have the right to appoint one or more contractor at any time viz. At the time of award of Contract or during the tenure of Contract for all or any or all the services mentioned hereunder and to divide the work as between such contractors in any manner that the Corporation may decide and no claim shall be made against the Corporation by the Agency by reason of such division of work.

6. GENERAL TERMS AND CONDITIONS:

- a. **The qualified firm is supposed to respond within 24 hours in the case of any breakdown or complaint lodged from FCI, the same complaint must be resolved in 48 hours otherwise penalty of Rs-200/- per day is liable to be imposed for the day(s) or part thereof beyond 48 hours.**
- b. FCI shall neither provide foreign exchange nor any assistance whatsoever for import of equipment involved in the contract, if any.
- c. The Contractor shall be responsible for any acts of commission or omission on the part of their work men in respect of any damage or loss to FCI property.
- d. Any liability arising out of accident or death of any personnel during the execution of work shall be upon the Contractor.
- e. The Contractor shall be responsible to comply with all the statutory obligations including Labour/Taxation/Octroi etc.
- f. All persons employed by the contractor shall be engaged by him as his own employees in all respects, and all rights & liabilities under the workmen's compensation act or EPF act and other applicable enactments, in respect of all such personnel shall exclusively be that of the Contractor. Contractor shall also comply with all rules and regulations / enactments made by the state Government / Central Government from time to time pertaining to the contract including all labour laws.
- g. Signed ATC by the Tenderer to be submitted at the time of the Bid submission.

7. NON-PERFORMANCE:

The non-performing and defaulting bidder shall be debarred and shall be suspended /banned from participating in all the Corporation Bid inquires for a period of three years. The decision of the Divisional Manager shall be final and binding in this regard.

8. LAWS GOVERNING THE CONTRACT:

This contract will be governed by the laws of the country in force time to time. The Contract shall be interpreted in accordance with the law of the land & will be under jurisdiction of Courts in West Bengal.

9. TERMINATION:

- a. **The Divisional Manager, FCI, Divisional Office, Siliguri holds the right to terminate the contract without mentioning any reason whatsoever if the contractor at any point of time, during the one-year contract period, fails to provide satisfactory / uninterrupted functioning of CCTV Surveillance system including allied peripherals and**

d live web feeding. The decision of the Divisional Manager, Divisional Office Siliguri will be final in this regard.

b. It shall be the responsibility of the Contractor to ensure uninterrupted and proper functioning of the CCTV setup during the currency of the contract period. In case of continued failure of the CCTV System or Contractor failing to provide satisfactory / uninterrupted functioning of CCTV system during the contract period, the Divisional Manager, FCI Divisional Office, Siliguri will be at liberty to terminate the contract at any time and appoint new contractor at his risk and cost without prejudice to other right and remedies as per contract and law. The Divisional Manager, FCI Divisional Office, Siliguri, West Bengal shall have the sole authority to judge the performance of the Contractor in such cases and his decision shall be binding on the Contractor.

C. Exit clause- In addition to all other clauses, this contract might cause to terminate prematurely at any point of time on any ground (at the discretion of Divisional Manager, FCI, DO- Siliguri including introduction of alternative/New/AI enabled CCTV surveillance system (if any) at the FCI-Food Storage Depots by higher office. In such case the proportionate amount of the contract value for the balance/left over period shall be deducted/shall not be paid by FCI.

Divisional Manager
Food Corporation of India
D.O. Siliguri

3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

4. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

BUYER ADDED BID SPECIFIC SCOPE OF WORK (SOW)

1. The contractor shall ensure that the entire CCTV System including its components and all allied materials are working properly and continuously without fail during currency of the contract. The contractor shall also ensure visit by service Engineer/skilled technical personnel bi-monthly and submit the entire CCTV System working reporting to the concerned Depot Manager.

2. Annual Maintenance Charges will commence from the date of issue of working order to the winning bidder or as specified therein.

3. It shall be the responsibility of the Contractor to ensure uninterrupted and proper functioning of the CCTV setup during the currency of the contract period. In case of continued failure of the CCTV System or Contractor failing to provide satisfactory / uninterrupted functioning of CCTV system during the contract period, the Divisional Manager, FCI Divisional Office, Siliguri will be at liberty to terminate the contract at any time and appoint new contractor at his risk and cost without prejudice to other right and remedies as per contract and law. The Divisional Manager, FCI Divisional Office, Siliguri, shall have the sole authority to judge the performance of the Contractor in such cases and his decision shall be binding on the Contractor.

4. It shall be the responsibility of the Contractor to carry out repairing/replacement of part(s), if any, during the period of AMC without any extra cost of FCI. All materials and equipment's etc. required by the Contractor for the works, during AMC, will be arranged by him at his own cost.

5. FCI shall neither provide foreign exchange nor any assistance whatsoever for import of equipments involved in the contract, if any.

6. For each of the equipments replaced by the Contractor, he will submit the equipment's guarantee/warranty certificates with the concerned Depot Officer.

7. The Contractor shall be responsible for any acts of commission or omission on the part of their work men in respect of any damage or loss to FCI property.

8. Any liability arising out of accident or death of any personnel during the execution of work shall be upon the Contractor.

9. The Contractor shall be responsible to comply with all the statutory obligations including Labour/Taxation/Octroi etc.

10. The Contractor shall deploy only well experienced and qualified workmen for execution of the work.

11. The Bidder having GST registration in the State of West Bengal only are eligible to participate.

12. All persons employed by the contractor shall be engaged by him as own employees in all respects, and all rights & liabilities under the workmen's compensation act or EPF act and other applicable enactments, in respect of all such personnel shall exclusively be that of the Contractor. Contractor shall also comply with all rules and regulations / enactments made by the state Government / Central Government from time to time pertaining to the contract including all labour laws.

13. The successful party shall deposit 5% security money of the accepted rate before starting work.

Sd/-

Divisional Manager

FCI DO Siliguri

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs

and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---