



भौतिक अनुसंधान प्रयोगशाला (पीआरएल)
PHYSICAL RESEARCH LABORATORY (PRL)
(भारत सरकार, अंतरिक्ष विभाग की यूनिट)
(A UNIT OF DEPT OF SPACE, GOVERNMENT OF INDIA)
अहमदाबाद AHMEDABAD – 380 009

Advt Ref No: PRL/PUR/EOI/01-2025

दिनांक Date: 10 फरवरी 25

पीआरएल, अहमदाबाद में आईपी आधारित सीसीटीवी वीडियो निगरानी प्रणाली की आपूर्ति, स्थापना, परीक्षण, शुरुआत, प्रचालन और रखरखाव सहित पुनर्निर्माण के लिए रुचि की अभिव्यक्ति (ईओआई) के लिए आमंत्रण

Invitation for Expression of Interest (Eoi) for Revamping of IP based CCTV Video Surveillance System including Supply, Installation, Testing, Commissioning, Operation and Maintenance at PRL, Ahmedabad

अहमदाबाद स्थित भौतिक अनुसंधान प्रयोगशाला (पीआरएल), विभिन्न स्थानों पर आपूर्ति, स्थापना, परीक्षण, शुरुआत, प्रचालन और रखरखाव सहित आईपी आधारित सीसीटीवी वीडियो निगरानी प्रणाली के पुनर्निर्माण के लिए संभावित बोलीदाताओं से ईओआई आमंत्रित करती है।

PRL invites Eoi from prospective bidders for **Revamping of IP based CCTV Video Surveillance System including Supply, Installation, Testing, Commissioning, Operation and Maintenance** at various locations of Physical Research Laboratory within Ahmedabad.

इस ईओआई का उद्देश्य है The objective of this Eoi is:-

(i) सीसीटीवी वीडियो निगरानी प्रणाली के लिए उपयुक्त उत्पादों और नवीनतम तकनीक की उपलब्धता जानना। To know the availability of suitable products and latest technology for the CCTV Video Surveillance System.

(ii) वांछित क्षेत्र में कार्य करने की योग्यता और संभावित अनुभवी विक्रेताओं/उत्तरदाताओं के बारे में जानकारी एकत्र करना। To collect information about the potential vendors/respondents with qualifications and experience working in the desired area.

(iii) अपेक्षित कार्य के लिए अधिकतम भागीदारी को प्रोत्साहित करना।
To encourage maximum participation for the work required to be done.

(iv) विभिन्न प्राधिकृत विक्रेताओं से बजटीय अनुमान जानना।
To know the Budgetary estimates from the different authorised vendors.

इसके बाद बोलियां प्रस्तुत करने के लिए विस्तृत प्रस्ताव अनुरोध (आरएफपी) के साथ एक सार्वजनिक निविदा जीईएम पोर्टल पर जारी की जाएगी।

A Public tender will subsequently on GeM Portal be released with detailed Request for Proposal (RFP) for submitting bids.

Eol दस्तावेज हमारी वेबसाइट <https://www.isro.gov.in/Tenders.html>, <https://www.prl.res.in/prl-eng/tender>, <https://eprocure.gov.in/cppp/> (केंद्रीय सार्वजनिक खरीद पोर्टल) और GeM पोर्टल (<https://gem.gov.in/>) Custom Bid GEM/2025/B/5928984 पर उपलब्ध हैं। इसे नियत तिथि और समय के भीतर सभी आवश्यक जानकारी भरने के बाद जमा करना होगा। इच्छुक पक्ष हमारे संदर्भ PRL/PUR/EOI/01-2025 का उल्लेख करते हुए सीलबंद लिफाफे में Eol पर अपने उत्तर **10 मार्च 2025 [17:00 बजे]** तक निम्नलिखित पते पर प्रस्तुत कर सकते हैं या GeM पोर्टल पर उत्तर प्रस्तुत कर सकते हैं:

Eol documents are available at our website <https://www.isro.gov.in/Tenders.html>, <https://www.prl.res.in/prl-eng/tender>, <https://eprocure.gov.in/cppp/> (Central Public Procurement Portal) and GeM Portal (<https://gem.gov.in/>) Custom Bid GEM/2025/B/5928984. The same shall be submitted after filling all the necessary information within the due date and time. Interested parties may furnish their response to Eol in sealed envelope quoting our reference **PRL/PUR/EOI/01-2025 on or before 10 Mar 2025 [17:00hrs]** to the following address or submit their response on GeM Portal:

वरिष्ठ क्रय एवं भंडार अधिकारी Senior Purchase and Stores Officer,
कमरा सं.115, क्रय अनुभाग Room No 115, Purchase Section
भौतिक अनुसंधान प्रयोगशाला Physical Research Laboratory
नवरंगपुरा - अहमदाबाद Navrangpura – Ahmedabad
गुजरात Gujarat – 380 009

ईओआई आमंत्रण दस्तावेज/गतिविधियों को बेहतर ढंग से समझने, शंकाओं के स्पष्टीकरण करने तथा ऊपर उल्लिखित गतिविधियों के लिए अन्य संबद्ध तकनीकी विवरण हेतु पीआरएल, अहमदाबाद द्वारा एक ईओआई-पूर्व बैठक आयोजित की गई है।

A Pre-Eol meeting is arranged by PRL, Ahmedabad in order to have a better understanding of our Invitation to Eol document/activities involved, clarify doubts if any, and other allied technical details for carrying out the activities mentioned above.

इच्छुक विक्रेताओं से अनुरोध है कि वे नीचे उल्लिखित तिथि, समय और स्थान पर ईओआई-पूर्व बैठक में भाग लें:

The interested Vendor[s] are hereby requested to take part in the Pre-Eol meeting on the Date, Time and Venue mentioned here below:

ईओआई-पूर्व बैठक की तिथि:	25 फरवरी 25 (मंगलवार)
Date of Pre-Eol Meeting :	25 Feb 25 (Tuesday)

समय और स्थान:	11.00 बजे भा.मा.स.
---------------	--------------------

Time & Venue :

11.00 Hours IST

भौतिक अनुसंधान प्रयोगशाला Physical Research Laboratory

Near Gujarat University गुजरात विश्वविद्यालय के पास

नवरंगपुरा Navrangpura,

अहमदाबाद Ahmedabad गुजरात Gujarat – 380 009

ईओआई-पूर्व बैठक के लिए फोकल प्वाइंट:

Focal Point for Pre-Eol Meeting: वरिष्ठ क्रय एवं भंडार अधिकारी Senior Purchase & Stores Officer

फोन नं. Contact No. 079 2631 4115/4119

ई-मेल E-mail: purchase@prl.res.in /

lpurchase@prl.res.in

ईओआई विवरण प्रस्तुत करने की अनुसूची	Schedule for Submission of Eol Details
ईओआई-पूर्व स्पष्टीकरण Pre-Eol Clarification	21 Feb 25 1700 Hrs IST
ईओआई-पूर्व बैठक Pre-Eol Meeting	25 Feb 25 1000 Hrs IST
ईओआई पर उत्तर प्रस्तुत करने की अंतिम तिथि Last date for submission of response to Eol	10 Mar 25 1700 Hrs IST
ईओआई खोलने की तिथि Opening date of Eol	11 Mar 25 1000 Hrs IST

इच्छुक विक्रेता(ओं) को ईओआई बैठक में भाग लेने वाले प्रतिनिधियों का विवरण उपरोक्त तालिका में निर्दिष्ट तिथियों से पहले फोकल प्वाइंट को उपलब्ध कराना है ताकि सुरक्षा मंजूरी की व्यवस्था की जा सके। विक्रेता के प्रतिनिधि को ईओआई-पूर्व बैठक में भाग लेने के लिए "प्राधिकरण पत्र" लेकर आना है। प्रति बोलीदाता/कंपनी/संगठन के लिए सदस्य प्रतिनिधि अधिकतम दो (2) होंगे (एक तकनीकी और एक वित्तीय)।

Interested Vendor[s] may please provide the details of the representative[s] taking part in the Pre-Eol meeting well in advance prior to dates specified in above Table to the Focal Point in order to arrange for Security clearance. Vendor[s] representative shall carry an "Authorization Letter" for attending the Pre-Eol meeting. Member Representative shall be limited to maximum of two (2) per bidder/company/organisation (one technical and one financial)

विक्रेता(ओं) से ईओआई-पूर्व प्रश्न 21 फरवरी 25 तक पीआरएल के मेल आईडी: purchase@prl/res/in / lpurchase@prl/res/in पर पहुंच जाने चाहिए। कृपया ध्यान दें कि किसी भी परिस्थिति में "ईओआई-पूर्व बैठक के पूर्वन/स्थगन" के अनुरोध पर विचार नहीं किया जाएगा।

Pre-Eol Queries from vendor [s] shall reach PRL **by 21 Feb 25** to Mail ID: purchase@prl/res/in / lpurchase@prl/res/in. Please note that request for "Pre-ponement/postponement of Pre-Eol meeting" will not be entertained under any circumstances.

भाग लेने वाले इच्छुक विक्रेता को स्वयं उपस्थित होना है। पीआरएल द्वारा कोई परिवहन व्यवस्था नहीं की जाएगी।

The Interested Vendor[s] who are participating are required to be present on their own. No transportation will be arranged by PRL.

सभी या किसी भी प्राप्त ईओआई को स्वीकार या अस्वीकार करने का अधिकार पीआरएल के पास सुरक्षित है।

PRL reserves the right to accept or reject all or any of the Eols received.

इस ईओआई के लिए यदि कोई परिशिष्ट होगा तो उसे हमारी वेबसाइट पर उपरोक्तानुसार प्रदर्शित किया जाएगा।

Addendum, if any, to this Eol shall be hosted on our website as mentioned above.

निर्धारित तिथि और समय के बाद प्राप्त प्रस्तावों को विलंबित उत्तर माना जाएगा तथा आगे की प्रक्रिया के लिए उन पर विचार नहीं किया जाएगा।

Proposals received after the due date and time will be treated as late response and will not be considered for further procedure.

यह सुनिश्चित करना एकमात्र बोलीदाता की जिम्मेदारी है कि प्रस्ताव नियत तिथि तक गंतव्य तक पहुंचे। किसी भी परिस्थिति में नियत तिथि विस्तार के अनुरोध पर विचार नहीं किया जाएगा।

It is the sole responsibility of the bidder, to make sure that the offer reaches the destination on or before the due date and time. Requests for due date extension will not be considered at any circumstances.

अस्वीकरण: ईओआई के लिए इस आमंत्रण को किसी भी प्रतिभागी विक्रेता के साथ पीआरएल की ओर से एक दृढ़ प्रतिबद्धता या अनुबंध नहीं माना जाएगा।

Disclaimer This call for Eol shall not be treated as a firm commitment or contract from PRL with any of the participating vendors.

PRL invite EXPRESSION OF INTEREST for TURN-KEY work for Revamping of IP based CCTV Video Surveillance System including Supply, Installation, Testing, Commissioning, Operation and Maintenance at Physical Research Laboratory - Ahmedabad as per details mentioned below:

The following table provides information regarding the important points of the EOI.

1	Nature of work	Revamping of IP Based CCTV Surveillance System including Supply, Installation, Testing, Commissioning, Operation and Maintenance. (We will use term 'CCTV Project' for the above mentioned work)
2	Place of Work	4 Locations of Physical Research Laboratory(PRL), Ahmedabad Major Locations - (i) Main Campus (ii) Thaltej Campus Minor Locations - (iii) Director's Bungalow (iv) Guest House.

1. Introduction and Instructions to Potential Bidders

1.1 Advice to the Potential Bidders

Potential Bidders are advised to study this EOI (Expression of Interest) document carefully before submitting their proposal. It shall be deemed that submissions of proposal by the potential bidders have been done after their careful study and examination of the EOI document and with full understanding to its implications.

The proposal should be submitted with below things.

1. Proposed solution and details with OEM/Item model of major items used with basic layout diagrams of the solution for the 'CCTV Project'.

2. Estimated cost of the 'CCTV Project' is required for the Budget requisition and allocation procedures. The Potential Bidder should provide Estimated Bills of Quantities (BOQ) in the format given at end of this document.

3. Any other information/suggestion/introduction to new or better technologies is encouraged.

Potential bidder should visit PRL and do site survey at all four locations with written request and prior appointment.

1.2 Eligibility Criteria for Potential Bidders

S. No	Subject	Description	Compliance Status (Yes/No)
(i)	Established System Integrator	The Potential Bidder must be an established System Integrator being in CCTV Surveillance/IT Business for period of three years as on 10 Mar 25. (Valid documentary proof required)	
(ii)	Past experience	The Potential Bidder must have past experience in implementing and developing large scale CCTV surveillance applications and executing solutions of minimum 50 IP based CCTV cameras in a single project. (Valid documentary proof required)	
(iii)	GST Registration	The Potential Bidder must furnish valid GST Registration Certificate and Permanent Account Number (PAN) issued by income Tax department.	
(iv)	OEM 's Confirmation	The Potential Bidder must submit valid letter from OEMs confirming following. (a) The Potential Bidder is an Authorized Partner/Sales and Service provider/Dealer or Any other valid association and permission of the OEM to participate in the EOI. (b) The OEM will provide all support (Sales, Delivery,	

		<p>Installation, Commissioning, Operations, Warranty, Service, Maintenance, Technical etc.) to the Potential Bidder for the entire work period, if work is allotted to it.</p> <p>(c) OEM must confirm that the 'Products quoted are not end-of-life for the further period of minimum 7 years from the "date of acceptance of the successful operation and function" of the system at PRL.</p>	
(v)	Site Visit	<p>The Potential Bidders should visit Work Locations (Main Campus, Thaltej Campus, Directors, Bungalow, Guest House) before submitting EOI to acquire full knowledge of work requirements, technical feasibility, opportunity of deployment of better technologies etc. for the work required to be done. On submission of the EOI, it will be assumed that the potential bidder has understood the requirement completely and have full knowledge about everything required to complete the work successfully.</p> <p>Following are the contact details for site survey.</p> <p>(1) Mr. Hitendra Dutta Mishra (hitendra@prl.res.in, 079-2631 4042(O)</p> <p>(2) Mr. Vaibhav Rathore (vaibhav@prl.res.in, 079-2631 4414 (O)</p>	
(vi)	Self Declaration	<p>The Potential Bidder must not be under a declaration of ineligibility for corrupt / fraudulent practices or blacklisted with any of Government Agencies including suspended and non-compliance vendors list at GEM portal available at below URLs.</p> <p>https://gem.gov.in/incidentmanagement/sellers/Suspended</p> <p>https://gem.gov.in/incidentmanagement/non-compliance-suspended-sellers</p> <p>The Potential Bidder must submit the self-declaration for the same.</p>	
(vii)	Local Support)	<p>The Potential Bidder must have an Office/Customer Support Centre/ Service Support Centre at Ahmedabad. Address and contact details of the same must be provided along with company details.(This is required so that any major interruption in video surveillance function can be attended same day to protect the security concern of PRL.)</p>	

2. Introduction - Present CCTV Video Surveillance System

The CCTV video surveillance system presently functioning at two major locations of PRL called Main Campus (Area ~43408 Sqm) and Thaltej Campus (Area ~101150 Sqm) equipped with 70 Nos of IP based CCTVs installed at each campus and functioning presently.

There are also two minor locations Director's Bungalow and Guest house where 5 IP based CCTVs are installed and presently functioning at each location.

The CCTVs are placed to cover Premise, Internal Pathways, Entry/Exit of the premise/buildings mainly. CCTVs with Specialized feature of Face recognition and Vehicle number plate recognition installed at four Nos of Entry/Exit of the Main Campus and two Nos of Entry/Exit of the Thaltej Campus.

Numbers of CCTVs and major components of the video surveillance system are given in the below Table-1.

Table-1 (Brief description of major components of the existing system)

S.No	Item	Major Locations		Minor Locations	
		Main Campus	Thaltej Campus	Director's Bungalow	Guest House
1	IP based CCTVs	70 nos (Bullet, 2 MP)	70 nos (Bullet, 2 MP)	5 nos (Bullet, 2 MP)	5 nos (2 MP) Bullet - 3 nos Dome - 2 nos
2	Network Video Recorders (NVRs)	3 nos (128 Channel)	3 nos (128 Channel)	1 nos (8 Channel)	1 nos (8 Channel)
3	Surveillance Hard Disks (With Rescue)	72 nos (6 TB)	72 nos (6 TB)	2 nos (6 TB)	2 nos (6 TB)
4	Backbone Network	Campus wide Fiber Optics Network (6 Core)	Campus wide Fiber Optics Network (6 Core)	Armored CAT6 UTP cable network protected by HDPE Pipe	Armored CAT6 UTP cable network protected by HDPE Pipe
5	Central Switch	1 nos (Layer3, 24 SFP Port)	1 nos (Layer3, 24 SFP Port)	1 nos (Unmanaged PoE Switch, 8 Port)	1 nos (Unmanaged PoE Switch, 8 Port)
6	Managed PoE Switches	12 nos (24 port Giga)	15 nos (24 port Giga)	NIL	NIL
7	LED Display	4 nos (42 inch)	4 nos (42 inch)	1 nos (32 inch)	Standard
8	Online UPS	1 nos (10 KVA)	1 nos (10 KVA)	NIL	NIL
9	Deisel Generator	1 nos (15 KVA)	1 nos (15 KVA)	NIL	NIL

10	Indoor Network Rack	1 nos (42U)	1 nos (42U)	NIL	NIL
11	Outdoor Network Racks	12 nos (6U)	12 nos (6U)	1 nos (6U)	1 nos (6U)
12	Poles	30 nos (9 Meters)	40 nos (9 Meters)	2 nos (12 Meters)	1 nos (9 Meters)
13	Video Management Software (VMS)	1 nos	1 nos	1 nos	1 nos

2. Revamping requirement

PRL is exploring the possibility of revamping the existing CCTV Video Surveillance System (Commissioned on 10/02/2019) by replacing almost all active components like CCTVs, NVRs, Storage, Switches etc. and other related accessories with new devices/components to enable reliable continuation of the functioning of CCTV Video Surveillance System at all four locations after the end of the current comprehensive maintenance period on 26/02/2026.

3 Scope of Work

The overview of the requirements and minimum suggestive technical details of the proposed revamped CCTV Video Surveillance System at 4 locations are likely to be as given below in Table-2. However new/better technologies and features are welcome.

Table-2

Sr No.	Items/components/Service	Work Requirements with Brief Specifications	Compliance Status (Yes/No)
1.	CCTVs (Closed-Circuit Television) Cameras	<p>All CCTV Cameras at all four locations need to be replaced with new CCTV Cameras. (Total Nos - 152).</p> <p>Brief Specifications of CCTVs - IP (Internet Protocol) based Outdoor, Motorized Vari-focal, Network, Bullet, high definition, Low light function, whether proof CMOS camera, 2MP or higher, Full HD resolution, Vandal-resistance housing, memory cards. PoE, Infra Red Night Vision, Night colorvision preferred. ONVIF support, BIS registration must.</p>	
2.	NVRs (Network Video Recorder) and Storage	<p>NVR System at all four locations need to be replaced with new NVR System.</p> <p>Brief Specifications are as follows.</p> <p>(i) Compliant to the number of CCTV Cameras and with NVR based Storage as per storage requirements of each of the four locations.</p> <p>(ii) NVR based Storage should equipped with video surveillance grade hard disks. rescue feature</p>	

		<p>preferable.</p> <p>(iii) The numbers of NVRs and hard disks requirement should be identified such that it should be sufficient to keep video footage of minimum 4 months in standard format and standard resolution at all locations with minimum 25% of storage space available for scaling, data retrieval and other related works.</p> <p>(iv) It must be deployed with techniques for the fail safe and redundant availability of NVR functionality and data.</p>	
3.	Central Control Room Infrastructure	<p>Central Control Room house all Central Infrastructure like Central Rack, Central Switch, NVRs, Commercial Displays, Storage, UPS, Batteries, Workstations etc. and serve as Central Control Room at the two major locations (Main and Thaltej Campus) for Operations, Visual Display, Monitoring of recorded and archived video data and management of the overall CCTV Surveillance System.</p> <p>(i) The Successful Bidder must use whatever space currently available for Central Control Room Infrastructure at two major locations (Main Campus & Thaltej Campus)</p> <p>(ii) The Successful Bidder should setup entire new technical infrastructure including displays and video management system software (VMS) with required hardware at Central Control Room identified at the two major locations.</p> <p>(iii) Video Analytics Software (VAS) should be deployed with VMS.</p> <p>(iv) At two minor locations (Director's Bungalow and Guest House) limited space will be provided to setup central infrastructure of the location.</p>	
4.	Network infrastructure and distribution points	<p>Both major locations of PRL (Main & Thaltej Campus) are already laid with campus wide 6 Core single mode optical fiber cable network with proper protection mechanism. The optical fiber network is having 12 distribution points at Main Campus and 15 distribution points at Thaltej Campus which are fully dedicated only for the data transmission for CCTV Surveillance System at both major locations. The fiber network has being used since 10/02/2019.</p> <p>(i) The Successful Bidder should use this already available campus wide fiber networks at both major locations for data transmission which will again be fully dedicated to the CCTV Video Surveillance System at</p>	

		<p>these two major locations.</p> <p>(ii) The Successful Bidder should provide all other requirements new like Layer 2 Managed Switches with PoE support, LIUs, Small Switches, PoEs, Network Cables, Fiber Accessories, Fiber and Ethernet Patch Chords, UTP connectors, HDMI Splitters, Switch Sockets etc. and other items/ components/ accessories/ miscellaneous items etc. required for complete installation and successful functioning of the video surveillance system whether mentioned or missed here.</p>	
5.	Poles and Outdoor Water proof Racks	<p>There are 30 Poles installed at Main Campus and 40 Poles installed at Thaltej Campus to house the distribution points racks, CCTVs at various locations. There are Outdoor Water proof Racks which are 12 nos at Main Campus, 15 nos at Thaltej Campus, 1 each at Directors Bungalow and Guest House.</p> <p>The Potential Bidder should survey the fitness and strength of these Poles and Outdoor Water proof Racks and may change these wherever required with new ones.</p>	
6.	Electrical Works	<p>The Successful Bidder is responsible for providing electrical power to the surveillance system. The Successful bidder will use existing arrangements for the same as well as required to do all additional electrical works (if required) for the revamped system which includes supply and installation of of new items, laying of electrical cables connecting all camera/switch locations with the central control room, safety protocols and standard protections for surge etc. and include all electrical works essential to implement the functional surveillance system successfully whether it is mentioned in this EOI or not mentioned. No extra charges will be considered for such type of works after release of work order.</p>	
7.	Online UPS Power Supply Diesel Generator (Main & Thaltej Campus)	<p>There are two 10 KVA Online UPS (Eaton) and two 15 KVA Diesel Generator's (Cummins Stamford-AVK) already installed (Functioning since Feb,2019 and under CAMC till 28/02/2026) at each of the two campuses (Main & Thaltej) which should be continued to be used in the revamped system.</p> <p>(i) The Successful Bidder should inspect the overall functioning and health status of these equipment, take necessary measures for strengthening life and will uses these for integration of Online UPS and Diesel</p>	

		<p>Generators for automatic switch over to provide uninterrupted power to the surveillance system in case of power failure from main supply at two major locations (Main & Thaltej Campus). The scope includes supply of all new essential accessories required, all pre-installation/reinstallation/miscellaneous works.</p> <p>(ii) The Successful Bidder should change all batteries of UPS.</p> <p>(iii) The Successful bidder should take approvals/extension of approvals/Certifications from the designated Government authorities for UPS and Diesel Generators.</p> <p>(iv) Fuels in the diesel Gensets will be filled by the successful Bidder. The reimbursement for the same will be given by the PRL on submission of bill with required procedural documents.</p>	
8.	Civil Works	The scope includes all the major as well as minor related civil works including digging, making holes, concealing in brick and RCC wall, minor fabrication, creating/strengthening any structure/foundation and any other related civil works essential to complete the CCTV project, whether it is mentioned or not mentioned in the EOI. The Successful bidder must carefully identify all civil requirements. No extra charges will be considered for such type of works after release of work order.	
9.	Accessories and Miscellaneous Items/Works	The requirement mentioned in this EOI calls for a complete working revamped system and not components thereof. All the accessories like cables, connectors, jacks etc. required at camera/switch locations, central control room and any other locations in the entire video surveillance system for successful implementation of the work will be provided by the Successful Bidder. All accessories must be strictly of proven industrial standards. The Successful bidder must carefully identify all such requirements. No extra charges will be considered for such type of requirements after release of the work order.	
10	Removal of existing components	The Successful bidder will be responsible for removal of all existing components which are going to be replaced with new components and related accessories with all removal and safety standards in practice. All removed components will be the property of PRL.	
11.	Warranty ,	The Successful Bidder must provide Five Years On-site	

<p>Maintenance and Payments</p>	<p>Comprehensive Warranty support backed by the OEM from the "date of acceptance of successful operation and function" of the revamped system.</p> <p>(i) Warranty includes comprehensive maintenance, service and repairs of materials for all installed materials in entire revamped CCTV Surveillance setup including free of cost replacement of parts, consumables including any type of batteries, cables, connectors, nut & bolts etc. modules, sub-modules, assemblies, sub-assemblies, spares, labour charges or any other necessary item to make the system functional and keep the video recordings uninterrupted for five years from the "date of acceptance of successful operation and function" of the system.</p> <p>(ii) PRL will release pay of comprehensive warranty/maintenance charges after successful completion of every quarter during five years warranty/maintenance period. The payment will be released only after clearance received from concerned authorities from PRL.</p> <p>(iii) Fuels in the diesel Gensets will be filled by the successful Bidder. The reimbursement for the same will be given by the PRL on submission of bill with required procedural documents.</p> <p>(iv) The Five Years On-site Comprehensive Warranty should also include the existing Fiber Network, two 10 KVA UPS, two 15 KVA Diesel Gensets and other major components which will continue to be used in the revamped surveillance system.</p> <p>(v) The Successful Bidder should keep the minimum stock of some items (Local Inventory) to reduce the rectification time of any interruption in functioning of Surveillance System as per below details. The stock should be maintained in both of the major locations (Main and Thaltej Campus)</p> <p>(a) CCTV Cameras - 5 Nos each location</p> <p>(b) Managed Switch - 1 Nos each location</p> <p>(c) Unmanaged Switch - 2 Nos each location</p> <p>(d) PoE - 2 Nos each location</p> <p>(e) Fiber Patch Chords - 5 Nos each location</p> <p>(f) Ethernet Patch Chords - 10 Nos each location</p> <p>(vi) The Successful bidder should provide below maintenance services also beside other maintenance</p>
---------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

		<p>activities</p> <p>(a) Coloring of all Poles every year.</p> <p>(b) Replacement of Poles having rust / break due to Rust</p>	
12.	On-site Engineers	<p>The Successful Bidder must depute two On-site Engineer with minimum technical qualifications of Diploma Engineering/Graduate or equivalent qualifications in IT/Computer Science/Computer Applications or any other related areas and experience.</p> <p>(i) Two Onsite Engineer will be on duty as one at each campus for 6 days a week i.e. Monday to Saturday from 9 am to 6 pm. (ii) The On-site Engineers will be responsible to keep the system continuously operational at all four locations, day to day maintenance and reporting and to take appropriate instant measures to restore the smooth function back in case of any problem/interruption in the function of the surveillance system. They will help CISF/PRL for their day to day requirement for video footages as per guidelines.</p> <p>(iii) They will also responsible for escalation of the problem to their Employer/Contractor Company/OEM immediately for any help at expert/higher level to keep the surveillance system functional to comply with SLA.</p> <p>(iv) They should provide help in PRL IT Services whenever required.</p> <p>(v) PRL will release payment of Onsite Engineers charges after successful completion of every quarter during the warranty/maintenance period. The payment will be released only after clearance received from concerned authorities from PRL.</p>	
13.	Two Years Post Warranty period CMC including Onsite Engineers.	<p>The Successful Bidder will be considered to give two years CMC (Comprehensive Maintenance Contract) after the completion of five years comprehensive warranty period based upon satisfactory services delivered during warranty period of five years. The Successful bidder should quote the charges for the same at the time of bid along with the charges of Onsite Engineers.</p>	
14.	Protection and availability of old video data	<p>The Successful Bidder should provide some mechanism for following</p> <p>(i) Continuity of functioning of existing surveillance system during the execution of work order.</p> <p>(ii) Protection and availability of old video data up to four</p>	

		months from existing storage whenever required for four months after functioning of the revamped system. (Self declaration is required)	
15.	Training	Detailed training program shall be arranged for nominated officials of CISF and PRL to the satisfaction level for understanding operations like system handling footage monitoring, basic checkups, emergence measures etc. related to the Video Surveillance System.	
16.	Labeling, Marking & Documentation	The Successful Bidder must label/marked all CCTVs, Poles etc. according to the format suggested by the CISF/PRL. All fiber/cable network routes throughout the location must be marked with sufficient number of clearly visible markers. It will provide all technical documents (both DOC and PDF format) with schematic layout diagrams and drawings for the execution of overall work.	
17.	Reporting	The Successful Bidder should submit the reports of system health, all preventive and required maintenance works done, work done by Onsite Engineers, Service of UPS/Gensets etc. to PRL daily, monthly and quarterly in the format given by the PRL.	
18.	Safety, Protection Approvals	The Successful Bidder must deploy all safety standards and protection mechanism to the surveillance system for damage like electrical surging, protection of cables from RAT bites, disruption of CCTV's focus from monkeys/birds and similar things. It will take all required approvals from various government agencies, wherever applicable.	
19.	Certifications and Compliance	<p>The Surveillance devices like CCTV Camera should comply with the essential requirements for security prescribed by Meity (Ministry of Electronics and Information Technology) as mentioned below.</p> <p>(i) The Potential Bidder is also required to provide the mandatory BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1) or latest.</p> <p>(ii) The Potential Bidders are advised to offer CCTVs of OEMs which have confirmed STQC ER certificate compliance. Please note that the certified product list meeting Essential Requirements (ERs) is available at - https://www.stqc.gov.in/iot-system-certification-scheme-iotscs-0</p> <p>(iii) The Potential Bidder must submit security testing report for the Surveillance devices like CCTV Camera to</p>	

		<p>be issued by the Standardisation Testing and Quality Certification (STQC) Laboratory or any other agency notified by MeitY from time to time. The validity of the test report issued by STQC Lab is usually three years from the date of issue of the report.</p> <p>(iv)The above certifications and compliance required to strictly ensure compliance with the MHA advisory issued by O.M. IV-24011/22/2020-Prov-I/270 dated 26 April 2024, MeitY Advisory vide O.M. dated W-43/11/2021-IPHW dated 11 March 2024 on the Threat of Information through CCTV/Video Surveillance System (VSS)/Digital Video Recorders/Network Video Recorders and revision in rules and procedures vide STQC O.M. F No. STQC/IT&eGov/IoTCS/001 dated 22/05/2024 mainly.</p>	
20.	Service Level Agreement (SLA) and Penalty	<p>The Successful Bidder shall provide all services as per SLA matrix, which defines maximum response as well as minimum rectification times for all kinds of infrastructure/equipment covered under the work contract. SLA will be defined as per below details.</p> <p>(i) Penalty deduction will be linked with down-time (in days) of the system. If the bidder fails to minimise the downtime of the system.</p> <p>(ii) If downtime > 1 day then there will be penalty as per given below</p> <p>(a) Not functioning of CCTV/Recording - Rs 1000/- per day per CCTV.</p> <p>(b) Not functioning of NVR - Rs 5000/- per NVR per day.</p> <p>(c) Not functioning of Managed/Unmanaged Switch - Rs 1000/- per day per Switch.</p> <p>(d) Not functioning of UPS (including Auto function/other related issues) whenever required - Rs 2000/- per instance</p> <p>(e) Not functioning of Diesel Generator (Auto function)- Rs 5000/- per instance.</p> <p>(f) Not restoring Cable break - Rs 1000/- per day per instance.</p> <p>(g) Not functioning of power given to CCTV System excluding Main power supplied by the PRL - Rs 1000/- per instance</p> <p>(h) Absence of Onsite Engineer/Proxy Onsite Engineer from duty - Rs 1000/- per day</p> <p>(j) If problem/interruption in video recording is not</p>	

		<p>reported by the Successful Bidder/Onsite Engineer to PRL on the same day in the daily report - Rs 500/- per day</p> <p>(iii) Penalty amount will be deducted from the post quarterly payments.</p> <p>(iv) If down-time is more than 7 days there may be no payments to the successful bidder.</p> <p>(v) If down-time is due to some problem/issue on behalf of PRL, there will be no penalty. The problem/issue should be timely reported to the PRL.</p>	
21.	Exit Management	The Successful Bidder will hand over the operation of PRL CCTV Surveillance System after completion of the contract period as per Exit Management Policy. Exit Management Policy will defined in the concerned RFP (Request for proposal) document.	
22.	Non-Disclosure Agreement (NDA)	The Successful Bidder must sign a Non-Disclosure Agreement (NDA) with PRL. The bidder will be responsible for any violation or infringement of NDA.	
23.	Make in India Compliance	<p>A supplier, whose goods, services offered for procurement, has local content : a) equal to more than 50%: Class-I local supplier, b) More than 20% but less than 50%, Class- II local supplier, c) Less than or equal to 20%, Non local supplier. After EoI is shortlisted, based on the RFP document, initially the tender shall be restricted to Class-I or Class II local supplier only and they should provide a Self Certification along with the offer in PDF format indicating that the item offered meets the minimum local content as called for in the tender as mentioned above and provide the % of local content along with details of the location(s) at which the local value addition is made.</p>	

Table-3

Estimated BOQ Submission Format

(i) To be given separate for each location i.e Main Campus, Thaltej Campus, Director's Bungalow, PRL Guest House.

(ii) Please add required number of rows for inclusion of items/group which are required and not listed here.

(iii) Please include everything which is required for successful implementation of the work. No any additional cost will be considered after release of work order.

Location Name - _____ (Main/Thaltej/DB/GH)

Sr. No	Item/Work Description	Make/OEM	Model	Qty	Unit Price	Tax	Total Price
A	CCTV equipment						
1.	CCTV Camera with all Accessories						
2.	Camera Outdoor Housing with all Accessories						
3.	Camera Memory Card						
B	Active Networking						
1.	Layer 3 Switch						
2.	Managed PoE Switch						
3.	Fiber Module						
4.	Fiber to Ethernet Module						
5.	LIU, Pigtail & Related						
6.	Miscellaneous Accessories						
C	Control Room Equipment						
1.	NVR						
2.	Surveillance Hard Disk						
3.	VMS License						
4.	LED Display						
5.	HDMI Splitter						
6.	Indoor Rack						
7.	Outdoor Rack						
8.	Related Miscellaneous						
D	Poles, Cables & Pipes						
1.	Poles with Foundation						
2.	Power Cable						
3.	UTP Cable						
4.	OFC Cable						
5.	HDPE Pipe with Accessories						
6.	Related Miscellaneous						
E	Labour works						
1.	Laying Power Cable						
2.	Laying UTP Cable						
3.	Laying OFC Cable						
4.	Laying Soft Soil Digging						
5.	Laying Hard Digging/Road						
6.	Rack Installation						
7.	Related Miscellaneous						
F	Electrical/Power						

1.	UPS Related						
2.	DG Set Related						
3.	Related Miscellaneous						
F	CAMC and Onsite Engineers						
1.	5 Years On-site Comprehensive Warranty including existing Fiber Network, UPS, Diesel Generators (Year Wise) 1st Year 2nd Year 3rd Year 4th Year						
2.	On-site Engineer (Year Wise) 1st Year 2nd Year 3rd Year 4th Year 5th Year						
3.	2 Years CAMC Charges with Onsite Engineers (Year Wise) 1st Year 2nd Year						
	Grand Total						

Annexure – 1 - Checklist for Documents

Following document submitted along with EoI duly signed and stamped (Filled checklist to be submitted by the Vendor along with the Expression of Interest)

SI	Document/Proof	Attached	Remarks
1	Company profile/Brochure, line of business including the area of experience and Company /Organisation status (Proprietary/ Partnership/ Private Ltd., etc.) with name and address of the partners, Board of Directors, etc.		
2	Copy of document towards average annual financial turnover issued by chartered accountant for the last 3 years.		
3	Copies of similar purchase/work Orders executed by the Company as per point 1.2 above		
4	OEM Certifications as per point 1.2		
5	The vendor must ensure themselves that they fulfil the eligibility criteria mentioned above before submitting the offer.		
6	Willingness to abide by the terms and conditions in the EoI document and to comply with the vendor's requirement given in the EoI document.		
7	Any non-compliance with any of the clauses specified in the EoI document		
8	Site Visit report as per point 1.2		
9	Details of onsite technical support provided to the existing users. Details of the availability of technical and support facilities at Ahmedabad as per point 1.2		
10	Self-declaration as per point 1.2		
11	Compliance document with complete technical details as per Table 2		
12	BoQ document as per point Table 3		