

E-TENDER DOCUMENT
FOR
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)
OF CCTV SURVEILLANCE SYSTEM



सत्यमेव जयते

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Government of West Bengal
Department of Health & Family Welfare
OFFICE OF THE SUPERINTENDENT
M R Bangur Hospital & M R Bangur Super Speciality Hospital
241 & 249 Desh Pran Sashmal Road, Tollygunge, Kolkata - 700033
www.mrbangurhospital.org, Email: districthospitalspg@gmail.com

Government of West Bengal
Department of Health & Family Welfare
OFFICE OF THE SUPERINTENDENT
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241 & 249 Desh Pran Sashmal Road, Tollygunge, Kolkata - 700033
www.mrbangurhospital.org, Email: districthospitalspg@gmail.com

Memo. No. MRBH/1021

Dated: 20/05/2026

NOTICE INVITING e-TENDER

The Superintendent of M.R. Bangur District Hospital, 241, DPS Road, Kolkata-33 invites e-Tender from the interested bonafide agencies engaged in the business of CCTV maintenance/surveillance systems to upload relevant documents in the form of pdf files to <https://wbtenders.gov.in> within the specified time schedule mentioned hereunder for the following work/supply..

Name of work/supply	Earnest Money Deposit (EMD)	Approximate Estimated Value of Tender
CAMC of CCTV Surveillance System at M R Bangur Hospital	Rs. 14,000/-	Rs. 7,00,000/-

1. GENERAL INSTRUCTIONS:

Intending bidder may download the tender documents free of cost from the website: <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate (DSC) or from the Health & Family Welfare Department's website www.wbhealth.gov.in or www.mrbangurhospital.org

2. SUBMISSION OF BIDS:

The tender is to be submitted in a Two Bid System (Technical and Financial).

Both Technical Bid and Financial Bid are to be submitted concurrently duly digitally signed by the bidder or authorised signatories (having authorization from the bidder) in the website <http://wbtenders.gov.in>. All papers must be submitted in English language with serially page marked and signed with seal along with an application in **Annexure-I**.

3. DATE & TIME SCHEDULE:

Sl. No.	Particulars	Date & Time
1	Date of uploading e-NIT	20-05-2026
2	Online documents download start date	21-05-2026, 09.55 am
3	Pre-bid meeting to be held at Conference Room, MRBSSH	22-05-2026, 01.00 pm
4	Online bid submission start date	23-05-2026, 10.30 am
5	Online bid submission closing date and time	29-05-2026, 06.55 pm
6	Online bid opening date for Technical Proposals	01-06-2026, 03.00 pm
7	Date of online uploading list for Technically Qualified Bidders	To be notified later
8	Date of Online opening of financial proposal	To be notified later

4. SUBMISSION OF THE TENDERS:

The tender is to be submitted in a two bid system:

1. "BID A": Technical Documents: STATUTORY COVER, containing the documents as per check list (Annexure III).

2. "BID B": FINANCIAL COVER: BOQ

The folder as "Financial Bid" shall contain the CAMC rate as per Accounting Unit **inclusive of all taxes and GST to be quoted separately.**

5. GENERAL TERMS AND CONDITION:

- (a) E-Tender should be addressed to the Superintendent of M.R. Bangur District Hospital, 241, DPS Road, Kolkata-33. Bidders may download tender enquiry documents from the website <http://wbtenders.gov.in> and www.mrbangurhospital.org. Any subsequent notice or corrigendum regarding this shall be uploaded to above websites only.
- (b) The bidder must have a valid Trade License for CCTV maintenance/AMC services or related IT/electronic systems.
- (c) The bidder having aggregated annual turnover of Rs. 20.00 lakh (Rupees Twenty Lakh) for the last three financial years can participate in this e-tender.
- (d) No EMD exemption is allowed.
- (e) The unsuccessful bidder(s) will receive their earnest money back in time.
- (g) The bidders would have to get themselves registered with the e-tender portal of the Government of West Bengal at <https://wbtenders.gov.in> and upload listed documents as per check list (Annexure-III), their contact details, annual turnover, credential of CCTV maintenance/AMC services supply in India.
- (h) Any bidder which is currently black-listed by any Government Department / Government Agency in India will not be eligible to participate in the tender.

6. PERFORMANCE SECURITY DEPOSIT:

- i) Within 14 (fourteen) days from the date of Award of Contract by the purchaser, the successful bidder shall deposit Performance Security Deposit of Rs. 56,000/- (Rupees Fifty-Six Thousand Only) [i.e., 8% of the contract value].
The performance security shall be retained up to 6 (six) months after the expiry of the contract period.
- ii) The performance security shall be deposited in Indian Rupees to the M.R. Bangur Hospital Rogi Kalyan Samiti, A/C: 0675010098990, IFSC: PUNB0067520, PNB, Tollygunge Tram Depot (Kolkata).
- iii) In the event of any failure/default of the bidder with or without any quantifiable loss to the purchaser, the amount of the performance security is liable to be forfeited by the purchaser.
- iv) The performance security deposit of the successfully selected tenderer may be forfeited for failure to render services within specified terms and/or for rendering unsatisfactory services in quality and scope.

7. SCOPE OF CAMC:

The CAMC shall cover maintenance of the following CCTV equipment and accessories installed at M R Bangur Hospital & M R Bangur Super Speciality Hospital:

Sl. No.	Equipment Description	Qty	Unit
1	IP Camera	170	Nos.
2	32-Channel NVR	6	Nos.
3	8-Port POE Switch	22	Nos.
4	4 TB HDD	12	Nos.

Services to be rendered under CAMC:

- i) Maintenance and upkeep of CCTV hardware with spare parts.
- ii) Maintenance of system software/user data.
- iii) Attending to minor and major breakdown calls within 24 hours of complaint registration.
- iv) Periodic preventive maintenance — minimum one mandatory visit per quarter.
- v) Scope does not cover uprooting/rerouting of cables or damage due to external factors such as high voltage, lightning or Force Majeure events.

8. EVALUATION OF BID:

The technical bid of the bidders will be opened and evaluated first. After evaluation, the list of technically qualified bidders will be published in <https://wbenders.gov.in> and hence qualified for opening of financial bid, but no individual communications will be made. Only financial bid in electronic format would have to be submitted through the e-Tender portal and after opening of financial bids on the appointed date and time, the lowest among the bidders against the quoted CAMC rate will generally be awarded the contract, after observance of the related formalities.

9. AGREEMENT:

Execution of an agreement within 14 days of issue of AOC must be made on Rs.50/- Non Judicial Stamp Paper between the selected bidder(s) and TIA. Any litigation arises upon this tender, will come under the jurisdiction of Kolkata.

10. PAYMENT TERMS:

Payment will be made through NEFT on submission of Tax Invoice.

11. CONTRACT PERIOD & VALIDITY:

The contract period shall be for 01 (One) year. The rate offered in the financial bid should remain valid throughout the contract period. The contract may be extended further on mutual agreement at the discretion of the Tender Inviting Authority.

12. TIMELY SERVICE:

The successful bidder will be bound to render services as per the terms and conditions of the contract. Timely and quality service shall be the essence of the contract.

13. Bidders are requested to attend a pre-bid meeting as per schedule of clause-3.

14. All terms and conditions as mentioned above will have to be accepted (as digitally signed) by the Tenderer(s).

15. In the event of any of the above mentioned dates being declared as a holiday the tenders will be opened on the next working day at the appointed time or as desired by TIA.

16. Bidders will have to present original requisite documents in support of uploaded documents for verification, if asked for.

17. The following penalties shall be imposed for offences mentioned against each:

SINo.	Nature of offence	Penalty to be imposed
1	Any wrong or misleading information provided by the bidder during submission of bids	a. Forfeiture of EMD b. May lead to recommendation for blacklisting of at least 3 years.
2	If the bidder(s) withdraw their tender after opening of bids and non execution of agreement within 14 days of issue of AOC	a. Forfeiture of EMD b. Recommendation for blacklisting of 5 years
3	Supply of services deviated from the specification and quality etc.	a. Termination of Contract. b. Recommendation for blacklisting of 5 years. c. Forfeiture of the Performance Security Deposit. d. Lodging FIR.
4	Breach of Agreement	a. Termination of Contract. b. Recommendation for blacklisting of 5 years c. Forfeiture of the Performance Security Deposit. d. Lodging FIR.

18. The decision of the tender inviting authority (TIA) in the matter would be final and binding upon all participants in the tender, and the tender inviting authority would have the absolute discretion to reject or accept bid of any bidder, without assigning any reason whatsoever.



Superintendent

(Dr) M. R. Bangur District Hospital &
M.R. Bangur SSH, Kolkata-33

Memo No. MRBH/1021/109)

Date: 20/05/2025

Copy forwarded for information and taking necessary action to,

1. The Director of Health Services, Govt. of West Bengal, Swasthya Bhawan, Kolkata – 91
2. The Mission Director, NHM, Govt. of West Bengal, Swasthya Bhawan, Kolkata – 91
3. The District Magistrate, South 24 Parganas.
4. The CMOH, South 24 Parganas.
5. All Members of Tender Selection Committee, MRBH.
6. The IT Cell, Swasthya Bhavan, Kolkata – 700091 with the request to publish the NIT in departmental website and website of Government of West Bengal.
7. The IT Personnel, MRBH is directed to publish the NIT in the hospital website.
8. Office Notice Board, MRBH.
9. Office copy



Superintendent

(Dr) M. R. Bangur District Hospital &
M.R. Bangur SSH, Kolkata-33

Annexure- I
APPLICATION

(To be furnished in the Company's official letter pad with full address and contact no etc)

To,
The Superintendent,
M.R. Bangur District Hospital,
241, DPS Road, Kolkata-33

Sub: Submission of e-Tender in response to e-NIT no. _____ Date: _____ of the Superintendent, M.R. Bangur District Hospital, for **Comprehensive Annual Maintenance Contract (CAMC) of CCTV Surveillance System.**

Sir,

Having examined the pre-qualification & other documents published in the e-NIT I / we hereby submit all the necessary information and relevant documents for evaluation.

1. That the application is made by me / us on behalf of in the capacity of Proprietor/ Managing Director/Partner of the Agencyduly authorized to submit the offer.
2. That I/We accept the terms and conditions as laid down in the e-NIT mentioned above and submitted with rubber stamp & signed as uploaded and declare that I/We shall abide by it throughout the tender period.
4. In the event of being selected, I/we will make the services available within the stipulated period excepting the condition which is beyond our control.
5. I/we understand that:
 - (a) Tender Inviting Authority can amend the scope & value of the contract.
 - (b) Tender Inviting Authority reserves the right to reject any application without assigning any reason.
6. I/we have not ever been convicted of any offence making liable to be disqualified to supply of any items/services to any government or government undertaking organisation/institution in India.
7. No case is pending against me or against our firm in any criminal court of law in relation to supply of any item/works to any government or government undertaking organisation/institution in India (if any case is pending, state the details).
8. I/we also declare that if any information provided herewith subsequently found incorrect or false will it automatically render the tender submitted be cancelled and make liable for penal/legal action as per terms and conditions of this tender and law of the country.
9. I/We affirm further that the statements made by me/us in this tender are true to the best of my/our knowledge and belief and all the documents attached are genuine and correct.

Date:

Email Address:

Tele. No.: -

**Full Signature of the Bidder/Authorised
person & Seal**

Mobile No.: -

TECHNICAL SPECIFICATIONS & SCOPE OF CAMC

Item: Comprehensive Annual Maintenance Contract (CAMC) of CCTV Surveillance System

Sl. No.	Equipment	Scope of Maintenance	Qty	Unit
1	IP Camera	Hardware maintenance, cleaning of lens, checking IR, network connectivity, alignment	170	Nos.
2	32-Channel NVR	HDD health check, firmware update, recording verification, network settings	6	Nos.
3	8-Port POE Switch	Port status check, power output verification, cleaning, firmware update	22	Nos.
4	4 TB HDD	Health check, bad sector scan, replacement if faulty (cost of replacement HDD extra)	12	Nos.

General Conditions of CAMC:

- 1) Contract Period: (One Year).
- 2) One mandatory preventive maintenance visit per quarter; additional visits on complaint basis.
- 3) Response time for complaints: within 24 hours of call registration.
- 4) All spare parts required for repair/replacement (except HDD) shall be provided by the contractor within the quoted CAMC rate.
- 5) The contractor shall maintain a service log book to be countersigned by the designated officer on each visit.
- 6) Cabling work (uprooting, rerouting, re-laying) is outside the scope of this CAMC.
- 7) Damage due to external factors (high voltage, lightning, fire, flood, etc.) is not covered under this contract.
- 8) The contractor shall not sub-let or transfer this contract to any third party without prior written approval.

Check-List of Documents to be uploaded

SI.No.	Envelope / Uploading location	Document
1	Statutory Docs	<ol style="list-style-type: none">1. GST registration cert. of bidder.2. PAN of bidder.3. P. Tax Registration certificate / updated P. Tax payment challan.4. Incorporation certificate for company (if applicable).5. Valid Trade License for CCTV / electronic systems maintenance.6. Registered deed for partnership firm (if applicable).7. IT Return for last 03 years.8. P&L Balance Sheet of last 03 years.9. Credentials of CCTV/surveillance system CAMC/AMC services rendered to Government / PSU / reputed organizations in India (Work Order + Completion/Payment Certificate issued by purchaser).10. Copy of receipt of online submission of EMD.
2	Technical Bid (Bid T)	<ol style="list-style-type: none">1. e-NIT acceptance form (Annexure-I)
3	Financial Bid (Bid F)	Price format & BOQ (CAMC rate per annum, GST quoted separately)