

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT
RESEARCH
GOREGAON (EAST), MUMBAI**

REQUEST FOR QUOTATION

FOR

Providing Services of CCTV Operators for Monitoring at IGIDR

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (EAST), MUMBAI-400065.

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INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Quotation

“NAME OF THE WORK: **“Providing Services of CCTV Operators for Monitoring at IGIDR”** at
INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 65.”

1. REGISTRAR, IGIDR MUMBAI invites bids from firms/contractors of repute for the following work:

Name of work	Estimated cost	Period of Contract
(1)	(2)	(3)
Providing Services of CCTV Operators for Monitoring at IGIDR	Rs. 90,000.00 P.M.	Till 31st March 2019

The Quotation is being invited for the above mentioned work. IGIDR MUMBAI reserves its right to award the work to the successful bidder.

2. The interested reputed Companies/Firms/Agencies may send their quotations in two bid system in duplicate, Pre-Qualification bid shall be placed in separate sealed envelopes marked as “Envelope-1: Pre-qualification bid” and “Envelope-2: Financial Bid” respectively. Both the sealed envelopes i.e. Envelop-1: Pre-Qualification bid and Envelop-2: Financial Bid are to be placed in another big cover super-scribing the same as Quotation for “Providing Services of CCTV Operators for Monitoring at IGIDR” addressed to Registrar, Indira Gandhi Institute of Development Research, Gen. A.K. Vaidya Marg, Film City Road, Mumbai :400 065, Maharashtra, India. The bids will be received up to 2:00 PM 8th May, 2018. Each copy of the tender under their full signature whether it is original or duplicate copy. No tender will be accepted after 2:00 PM on 8th May, 2018 under any circumstances whatsoever. Bids sent by COURIER will not be entertained.

3. The envelopes Marked “Pre-qualification Bid” shall be opened by REGISTRAR or his authorized representative in his office on the same day at 3.00PM. Price bid will be opened for the Pre-qualified bidders only. The date of opening of price bid shall be informed by institute later on.

4. The department reserves the right to reject any prospective application without assigning any reason and to restrict the list of qualified contractors to any number deemed suitable by it, if too many bids are received satisfying the laid down criterion.

REGISTRAR

GENERAL INSTRUCTIONS TO QUOTATION

Sealed Quotation in duplicate should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 (By name) and superscripted ~ **“Quotation for Providing Services of CCTV Operators for Monitoring” at IGIDR CAMPUS, Goregaon (E), Mumbai-65.**

1. Quotation Documents to be supported by prescribed annexure **“Quotation for Providing Services of CCTV Operators for Monitoring”**. The quotations will be received up to **2.00 PM** on **8th May, 2018**. Each copy of the Quotation under their full signature whether it is original or duplicate copy. No Quotation will be accepted after **2.00 PM** on **8th May, 2018** on under any circumstances whatsoever. The Pre-qualification bid shall be opened by REGISTRAR or his authorized representative in his office on the same day at **3.00PM**.
2. The Quotation shall be submitted in a sealed envelope duly filled signed and stamped on each page. The Quotation shall be submitted in the office of the Registrar Indira Gandhi Institute of Development Research on or before 2:00 pm on the stipulated date and will be opened on the day at the office of Registrar Indira Gandhi Institute of Development Research, Goregaon, Mumbai. The vendor/contractor or their representatives shall choose to remain present at the time if they so desire.
3. Received Quotations (Pre-qualification bids) will be opened at 3:00 p.m. on the same date at the office of Registrar Indira Gandhi Institute of Development Research, Goregaon, Mumbai, or any other officer designated for this purpose by him in the presence of the vendor/contractor or their representatives if they choose to be present.
4. Quotations shall remain valid for acceptance by the Institute for a period of Three months from the date of opening of the Quotation which period may be extended by mutual agreement and the Quotation shall not cancel or withdraw the Quotation during this period.
5. The vendor/contractor must use only the formats issued by the Institute to fill in the rates. Any addition/alteration in the text of the Quotation form made by the Quotation shall not be valid and shall be treated as null and void.
6. The Quotation form must be filled in English and all entries must be made by hand and written in ink. If any of the documents is missing or unsigned, the Quotation may be considered invalid by the Institute in its discretion.
7. Rates should be quoted both in figures and in words in columns specified. All erasures and alterations made while filling the Quotation must be attested by initials of the vendor/contractor. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the Quotation void

at the Institute's option. No advice whatsoever especially on any change in rate specifications after the opening of the Quotation will be entertained.

8. Each Page of the Quotation Documents should be signed by the person or persons submitting the Quotation in token of his/their having acquainted himself/themselves with the General Conditions of contract. General specifications, Special Conditions, etc. as laid down. Any Quotation with any of the documents not so signed will be rejected.
9. The Quotation submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract or by a person holding the power of attorney in the case of a company. Otherwise the Quotation may be rejected by the Institute.
10. Indira Gandhi Institute of Development Research does not bind itself to accept the lowest or any Quotation and reserves to itself the right to accept or reject any or all the Quotations, either in whole or in part, without assigning any reasons for doing so. Indira Gandhi Institute of Development Research also reserves the right to divide the order between two or more Quotations and the contractor shall carry out even the part orders for various items.
11. Indira Gandhi Institute of Development Research also reserves the right to increase or decrease the quantities and even omit any item of work after the order is placed and the Contractor shall execute the same without claiming anything extra for the same. In this context the rates quoted for each item must be self supporting and relevant.
12. On receipt of intimation from the IGIDR of the acceptance of his/their Quotation, the successful vendor/contractor shall be bound to sign the formal Contract and within seven days thereof, the successful vendor/contractor shall sign an **agreement** in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by Indira Gandhi Institute of Development Research and the Contractor so Quotations, whether such formal agreement is or is not subsequently executed. The cost of necessary Stamp paper for execution of the agreement shall be borne by the successful vendor/contractor.
13. The Contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of the IGIDR. In case of breach of these conditions, the IGIDR may serve a notice in writing on the Contractor rescinding the contract.
14. The Contractor shall carry out all the work strictly in accordance with scope of work and as per detailed instructions of the Institute.
15. The rates quoted in the Quotation shall include all charges like PF, ESIC, Bonus, Leave Salary, Reliever charges, Management fees and Uniforms etc. The rates shall also be firm and shall not be subject to exchange variations, labour conditions or any conditions whatsoever. Quotation must include in their

rates, applicable GST and any other tax and duty or other levy whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, duty or levy whether existing or future, shall be entertained by the Employer.

16. The contractor shall before commencing work prepare a detailed work program/roaster and log books which shall be approved by the Institute.
17. The successful bidder must co-operate with the other contractor appointed by the Employer so that the work shall proceed smoothly to the satisfaction of the Institute.
18. In all matters of dispute arising on the work, the matter shall be referred to **Registrar Indira Gandhi Institute of Development Research, Goregaon** or decision. If this decision is not acceptable to the party, then the same shall be settled as per the arbitration act.

19. Insurance Clause:

The Contractor shall be responsible for all injury to person, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated sub-Contractor's employees, whether such injury or damage arise from carelessness, accident or any other case whatever in any way connected with the carrying out of the contract.

20. Payment Terms:

Payment shall be made to the contractor on monthly basis after successful completion of month within 7 days of submission of certified invoice.

Notice to Correct:

If the Contractor fails to carry out any of his obligations, or if the Contractor is not executing the Works in accordance with the Contract terms, the Institute may give notice to the Contractor requiring him to make good such failure and remedy the same within a specified reasonable time.

Termination Clause:

If the Contractor:

- (a) Fails to comply with a notice issued by Engineer.
- (b) Abandons or repudiates the Contract.
- (c) Without reasonable excuse fails:
 - To commence the Works in accordance with Letter of Acceptance,
 - To proceed with the Works in accordance
- (d) Becomes bankrupt or insolvent, goes into liquidation.

- (e) Fails to comply with a notice issued, within 28 days after having received it, or
- (f) Assigns the Contract or Subcontracts the Works without the required consent.

Then the Employer may, after having given **14 days' notice to the Contractor**, terminate the Contractor's employment under the Contract and expel him from the Site. The Contractor shall not be released from any of his obligations or liabilities under the Contract.

Payment after Termination

After termination, the Employer shall not be liable to make any further payments to the Contractor until the costs of execution, completion and damages (if any), and all other costs incurred by the Contractor, have been established.

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us incase the work is entrusted to me/us.

Place:

Signature of Contractor
With the seal of their company

Date:

SPECIAL CONDITIONS

1. The workmen will not be allowed to stay within the premises.
2. Permission if any, required from the local bodies shall be obtained by the contractor at his cost.
3. The Contractor shall employ adequate number of persons as agreed to by the Institute for satisfactory fulfillment of his contractual obligations as per this Agreement and shall provide adequate number of persons with appropriate training and experience, at its own expense, for the proper discharge of the responsibilities entrusted to them.
4. The Contractor shall decide the mode and manner of work to be done by his workmen.
5. The Contractor shall comply with the labour acts or any other Labour Laws in force from time to time.
6. In case the Contractor contravenes any provisions of the law, and the Institute suffers any damage or loss or harm due to any acts of commission or omission of the Contractor, the Contractor is bound to indemnify the Institute. The Contractor shall also be responsible for the discharge of all legal liabilities towards the Institute and also for observing all laws and Government rules relating to labour laws.
7. The intending bidder can obtain any clarifications regarding the Quotation document, scope of work etc. if any from the **Estate Office of Indira Gandhi Institute of Development Research, Goregaon, Mumbai 400 065** on any Institute`s working day.
8. The successful bidder shall execute necessary agreement with the Institute within 07 days of issuance of the work order.
9. The work has to be carried out with least inconvenience to the staff.
10. The contractor should have valid labour license from Labour Commissioner as per the law.
11. The contractor shall have the addresses and photographs of their workmen being engaged by them for the said work. The entry of workmen will be allowed inside the building only on producing the photo ID issued by the contractor.
12. Before quoting the rates contractor should inspect the site and understand themselves about the nature and scope of the work.
13. The contractor has to lineup the candidates/staff to be deputed for the said contract in the Institute, and the Institute reserves the right to select the candidates from the same.

14. The contractor has to transfer the payment of wages to his staff to their respective bank account only before 07th of every month. The contractor shall attach copy of the bank statement for salary transfer to his staff, copy of ESIC, PF challan, ECR statement etc along with the next month's bill.
15. Any damage cause to any of Institute's properties shall be made good by the contractor at their own cost.
16. The contractor shall carry out the work strictly in accordance with specification details and instructions of the Institute's In Charge.

Place:

Date:

Signature of Contractor with seal

SCOPE OF WORK

Nos. of Shifts/Operators: 03 nos. in 8 hours shift round the clock.

Age of Candidate: 28 to 35 years.

Qualification- Graduate of any stream or Diploma in CCTV technician with Computer literate.

Experience- Minimum 2-5 years experience as CCTV operator or monitoring the system having at least 100 cameras.

- **PROVIDING SERVICES OF CCTV OPERATORS FOR MONITORING THE SYSTEM**

1. The contractor shall depute appropriate number of staff (03 staff in 8 hrs shaft including reliever) so as to provide services of CCTV monitoring 24X7 at IGIDR campus.
2. Safeguard the public, protect property and ensure the security of data. As a CCTV operator, he will commonly have many responsibilities, ranging from operating and monitoring banks of screens, reporting incidents as evidence, and potentially contacting the Security Supervisor, police and emergency services as and when required.
3. CCTV operator needs to be exceedingly observant with a high level of concentration, and be able to divide their attention in order to monitor multiple occurrences taking place at a single setting. They will have a good understanding of body language in order to monitor crowds, intercept trouble before it occurs, and track specific people.
4. Monitor and ensure that all CCTV cameras are in operation and maintenance of associated equipments in the CCTV Control Room.
5. Coordinate with the concerned department/ authorities as and when required.
6. Maintain Accurate records of data recordings and events, using incident reporting software.
7. Strong communication skills when interacting with the police and other enforcement agencies, and the ability to work without supervision for long periods of time is absolutely essential to the role.
8. Most importantly, a CCTV operator must be quick thinking, using their initiative whilst reacting quickly and calmly during emergencies.

9. Must be able to understand the importance of codes of practice, operational procedures and guidelines in CCTV operations;
10. Maintain and respect the security and sensitivity of the service.
11. To evaluate different types of incidents and how to deal with them.
12. To be able to discuss and demonstrate surveillance techniques.
13. To understand and ensure health and safety in the CCTV environment.
14. Throughout duty undertaken, CCTV operators must be diligent, maintain integrity and accuracy, and ensure the confidentiality of all information gained by compliance in line with standards and legislation.
15. He should maintain the log books for records of authorized access to CCTV footages.

PRE-QUALIFICATION BID

- **Pre-Qualification Documents to be submitted by Bidder along with Quotations:**
 - a) Copy of Registration of Firm or Certificate of Incorporation.
 - b) Copy of Registration of PF, ESIC, GST and Labour License etc.
 - c) Copy of Audited Balance sheets for last 03 years.
 - d) Copy of Work orders at least 03 for same nature of works executed at other employers. Preferably provide for Educational Institutes.
 - e) List of clients and copy of certificate of appreciation if any along with the contact details of client representative.
 - f) Copy of license required if any for the said services.