



**UNIVERSITY OF DELHI**

**Invites**

**Expression of Interest for Centrally Monitored  
E-Surveillance System (CMESS) for University of Delhi OPEX  
Model**

University of Delhi,  
Delhi - 11007

EOI Reference: \_\_\_\_

dated \_\_\_\_\_

Sealed documents on behalf of University of Delhi, Delhi - 110007, the 'Expression of Interest' through one cover system For Expression of Interest for Centrally Monitored E-Surveillance System (CMESS) for University of Delhi OPEX Mode are invited.

1. The documents may be downloaded from DU web site [www.du.ac.in](http://www.du.ac.in) (for reference only) and CPPP site <https://eprocure.gov.in/epublish/app> as per the schedule as given in Critical Date Sheet as under.

**Important Dates and Details**

No.	Sl.	Activities	Details
1.		Cost of tender document	NIL
2.		Earnest Money Deposit	EMD Declaration Form
3.		Publicity Date	08/01/2022
4.		Document submission Start Date and Time	08/01/2022 after 14:00 hrs
5.		Document Submission End Date and Time	31/01/2022 before 16:00 hrs
6.		Tender Opening Date and Time	01/02/2022 at 15:00 hrs
7.		Pre-Bid Meeting	24/01/2020 at 14:00 hrs
8.		Contact Information	<a href="mailto:proctor@du.ac.in">proctor@du.ac.in</a>

Corrigendum/ Addendum, if any, shall be issued on University of Delhi website only.

**[A] Important Definitions:-**

Following terms are used in the document interchangeably to mean:

1. University means 'University of Delhi'.
2. North Campus means "University of Delhi North Campus", Delhi – 110007.
3. South Delhi Campus means " University of Delhi South Delhi Campus", Benito Juarez Road, New Delhi – 1100021.
4. Dhaka Campus means "Dhaka Hostel Complex",
5. All Campuses means 'North Campus', 'South Delhi Campus' and 'Dhaka Campus'.
6. EOI means "Expression of Interest" and RFP means this "Request for Proposal Documents"
7. Recipient, Respondent and Bidder, Vendor, means "Respondent to the RFP Document".
8. Tender means RFP response documents prepared by the Bidder and submitted to University of Delhi
9. Proposal, Bid means "Response to the EOI Document"

**Confidentiality:**

*This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. University of Delhi expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the University. in the event of such a circumstance is brought to the notice of the University. By downloading the document, the interested party is subject to confidentiality clauses.*

## 1. AIM

The aim of floating the EOI is to get an overall view from the existing Service Providers for implementation of Comprehensive Centrally Monitored E-surveillance System (CMESS) in the University of Delhi in all Campus.

## 2. Background and Purpose

University of Delhi is and need to establish Comprehensive Centrally Monitored E-Surveillance System which will allow effective monitoring of the Security aspects at both North Campus and South Delhi Campus of University of Delhi on Real-time basis and reduce unlawful activities within the areas under all Campuses and assist in investigation, as and when required, at a reduced cost.

## 3. Scope of Work

University of Delhi proposes to install on Opex Basis Centrally Monitored e-surveillance for its all Campuses. The facility should cover the e Surveillance by Centrally Monitoring and alert generated response. It is at the discretion of the University to allot the work to one or more Service providers.

The scope will also include a process of report generation to check the Health Status of the Security Equipment. The reports to be generated at the Command Centre to be instituted by the Service provider and communicated to University of Delhi at its all Campuses of University of Delhi.

It is further clarified that the scope of work is indicative and detailed scope of work will be given in the RFP.

- (a) University of Delhi requires the services of well-established Service Providers/ Original Equipment Manufacturers / Authorized distributors of international repute, having offices Pan-India for implementation of Comprehensive Centrally Monitored E-Surveillance System (CMESS) for all Campuses of University of Delhi on OPEX Model, **initially for a period of five (05) years\*** from the date SLA is signed with Annual Review.
- (b) A sound CMESS should be provided. The system should be capable of online real-time Centrally Monitored e-surveillance, warning system, by installation of Security equipment (CCTV System, Fire Alarm System, wherever required, etc). The recordings (Video) must be made available to the University Police / other Govt. Authority as and when required on express written orders of the University. The recordings (Video) should be made available even if the NVR / Storage media in University is removed or damaged under all incidents/accidents. The NVR at all Campuses should have minimum storage capacity of **90 days\***.

- (c) With an aim for real-time, 24x7, Comprehensive Centrally Monitored E-Surveillance System(CMESS) across the length and breadth of the all campus on OPEX Model the Centrally Monitored E Surveillance System should have the following features:
- (i) Comprehensive Centrally Monitored E-Surveillance by establishing remote/online connectivity on Opex Model for the CCTV System, Anti Fire Alarm System, Wherever is required at all campuses of University.
  - (ii) Service provider shall ensure the installation of Bandwidth aggregation and ensure the connectivity of the specified areas with Command Centre at all campuses on opex model.
  - (iii) The Service providers should be able to Comprehensively Centrally Monitor E Surveillance, raise various types of alerts on unlawful / such activities detrimental to the smooth working of University as per escalation matrix, with various agencies,i.e.Police, Regulatory Bodies etc on real time basis of avert unlawful acts at all campuses of University of Delhi.
  - (iv) The Service providers should be able to assist in the investigation by the University / Police /other Govt Authorities by providing Images/Footages as and when required.

The service provider shall be responsible for the overall program management for implementing CMESS and the installation and commissioning at all campuses of University.

The prospective Bidder shall submit suitable details to finalize RFP documents. However, there should not be any indication/ disclosure of likely professional fees in the EOI.

It is at the discretion of the University to allot the work to one or more service providers. However the installation must be completed within **45 Days\*** from the date SLA is signed.

#### **4. Flowchart:**

- a) Receipt of the proposals.
  - b) Technical Evaluation by the University.
  - c) Presentation by the service provider.
  - d) **Visit to Command Centres.\***
  - e) Based on the above evaluation the Service provider will be short listed
5. RFP for CMESS shall be given only to the Short-listed Service providers of **EOI** for the submission of Tailored Project for University along with Financial Bids.

## 6. Bidder's Eligibility Criteria

Applications for empanelment in prescribed form are hereby invited from professional consultant firms fulfilling the eligibility conditions set out below for their empanelment:

Sr.	Particulars	Criteria
i	Experience	<ul style="list-style-type: none"><li>• <b>Minimum 3 years*</b> in the field of providing CMESS as on 31.12.2021.</li><li>• Must have successfully completed a CMESS covering minimum <b>1000 camera's</b>, in last three years) by one Bidder only and not in joint venture) as on 31.12.2021.</li><li>• The firm should have been implemented CMESS to at least <b>2 clients, in the last 3 years*</b> as on 31.12.2021.</li><li>• <b>The firm should have own existing Command Centre*.</b></li></ul>
ii	Presence / reach	The firm should have preferably Offices in New Delhi with engineering /technical support.
iii	Annual Turnover	<b>The Average Annual Turnover for the last three (03) financial year must be minimum Rs. 5 Crores.*</b>

The intending applicants are required to submit the attested copies of documents/ certificate in conformation of their meeting the above eligibility criteria along-with the other details/ documents as specified above.

The Bidder should have never been barred/ disqualified by any regulator/ Organization an self-declaration is required/ statutory body in India.

**(All the above eligibility criteria will have to be supported by documentary evidence which will need to be attached to the bid)**

In response to the EOI the Bidder is required to submit sealed documents as per the details in the Eligibility criteria, along with the documentary evidence, and other documents related to the EOI.

The Bidder must enclose the following along with EOI:

- a) Bidder’s eligibility details
- b) Bidder’s general information
- c) Key People who will be involved in the project
- d) Documentary proofs of the experience claimed by the Bidder.
- e) Brief write up of the Produce/ service being offered.
- f) OEM Eligibility Criteria

**7. OEM ELIGIBILITY CRITERIA**

Sr No	General Conditions	Document proof
1	All systems and components must be in compliance with CE/FCC/UL Certifications. It shall conform to ONVIF (S) Standards. The quoted camera model should also be listed in the ONVIF Website. Copy of the UL certification, ONVIF compliant certificate indicating the make and model of the camera offered shall be submitted,	Certificate should be attached model wise.
2.	All the quoted cameras should be UL certified with camera test report of ILAC accredited lab shall be submitted.	Certificate along with proof should be attached.
3.	The MAC address of the IP cameras must be registered in the name of the OEM supplying the Cameras.	An undertaking should be given for the same.
4.	All equipment and the materials used shall be standard components that are regularly manufactured and used in the manufacturer’s system and systems and components shall have been thoroughly tested.	Test report to be submitted
5.	In case the OEM is not participating directly, bidder should be an authorized reseller or channel partner of the OEM. An authorization letter from the OEM with respect to this EOI/ project need to be submitted in original. The certificate shall be issued through the Global Headquarters and attested by the Indian Office in case OEM is of International repute.	Document proof and PO to be shared along with Undertaking.

6.	OEM should have been in business for last three calendar years.	Document proof to be shared.
7.	Only the manufacturers, who are manufacturers of CCTV equipment AS & FAS for minimum 03 years are eligible (with respect to last date of submission of bid). Certificate issued by the competent authority of Govt. in support of existence of their manufacturing unit of CCTV equipment since last 07 Years, Registration Certificate wherein the nature of business is indicated.	OEM Manufacturing Certificate to be provided.
8.	The OEM should have relevant CMMI certification.	Certificate should be attached.
9.	For Security surveillance agency must be registered with MHA for the Surveillance and as per GOI norms revised time to time	Certificate should be attached.

On the basis of the responses received from the interested parties, eligible bidders will be shortlisted for Presentation and further consideration. RFP will be issued to selected bidders.

## 8. BID SUBMISSION

- a. Sealed documents are to be submitted at the office of Proctor, University of Delhi, Delhi-110007 before last date of submission i.e. 31/01/2022 at 4:00 PM.
- b. Tenderer who has downloaded the tender from the University website [www.du.ac.in](http://www.du.ac.in) and Central Public Procurement Portal (CPPP) <https://eprocure.gov.in/epublish/app>, shall not tamper/modify the document form in any manner. In case if the same is found to be tempered / modified in any manner, tender will be completely rejected
- c. Intending tenderers are advised to visit again University website [www.du.ac.in](http://www.du.ac.in) and CPP Portal <https://eprocure.gov.in/epublish/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

## 9. Submission of Applications :

Notwithstanding the submission of this Capability Document, University of Delhi is not under obligation to include any Company /Institution/ Individuals in the final list or entertain any queries in this regard-

- a. All the interested companies/ agencies are required to submit application form as per ANNEXURE A and submit declaration as per ANNEXURE B.
- b. All costs and expenses associated with submission of application shall be borne by the applicants submitting the application and University shall have no liability in any manner in this regard or if it decides to terminate the entire process for any reason whatsoever.



- c. The right to suspend the EOI process or part of the process, to accept or reject any or all applications at any stage of the process and / or to modify the process or any part thereof at any time without assigning any reason thereto is reserved by the University without any obligation or liability whatsoever.

#### **10. Pre EOI meeting**

A Pre EOI meeting shall be arranged 24/01/2022 **at 2:00 p.m** at **above office\*** to clarify queries / doubts of prospective bidders. The queries may be forwarded to [proctor@du.ac.in](mailto:proctor@du.ac.in) **ON or before 4.00 pm on 21/01/2022**

#### **11. Bid Evaluation Criteria**

Will be based as per Bidder eligibility criteria (para 6), OEM criteria (para 7), presentation and feedback from present client/ reference.

#### **12. Period of Bid Validity**

The Bids shall be valid for a period of 90 days from the closing date for submission of the bid. However University may extend the validity period further, if required.

#### **13. University of Delhi reserves the right to:**

- a) Reject any and all responses received in response to the EOI.
- b) Waive or Change any formalities, irregularities, or inconsistencies in proposal format/delivery.
- c) Amend/ modify terms & conditions of EOI.
- d) Extend the time for submission of the tender. Select the most responsive Bidder (in case no Bidder satisfies the eligibility criteria in totality)
- e) Share the information/ clarifications provided in response to tender by any Bidder, with any other Bidder(s) / others, in any form.
- f) Cancel the tender at any stage, without assigning any reason whatsoever.

## ANNEXURE A

### **Bidder's Profile**

#### **(Attach self attested supporting documents)**

1.0	Name of the Applicant / Organization	
1.1	Address of the registered offices (With Phone Nos. Fax Nos. & Email ID & Contact Person)	
2.0	Year of Establishment	
3.0	Type of the Organization (whether Sole Proprietorship, Partnership, Private Ltd. Or Ltd. Co. etc.)(Enclose Certified Copies of documents as evidence)	
4.0	Name & Qualification of the Proprietor / Partners / Directors of the Organization / Firm a) b) c) Enclose certify- copies of document as evidence	
5.0	Details of Registration - Whether Partnership Firm, Company, etc. Name of Registering Authority, Date & Registration Number. Enclose certified copies of Document as evidence.	
6.0	Whether Registered with Government / Semi Government / Municipal Authorities of any other Public Organization and if so, in which class and since when?  (Enclose certified copies of document as evidence)	
a)	No. of years of experience in the field and details of work in any other field.	

b)	Whether ISO Certified, furnish the details.	
7.0	Address of office through which the proposed work of The University will be handled and the name & designation of officer in charge.	
	Yearly turnover of the organization during last 3 years (year wise) and furnish audited balance sheet and Profit & Loss A/c (Audited) for the last -3-years. Turnover in 2020-2021 2019-2020 2018-2019 Average Turnover for last Three (3) Financial years	Attach CA's Audited certified certificate in Original)
8.0	PAN No. :	
9.0	Details of Registration of GST and others	
10.0	Details of clients and the nature of jobs carried out (Please attach relevant documentary evidence)	
10.1	Total Number of installations completed as on date, with completion certificate from the client / customers.	
11.0	Furnish the names of 2/3 responsible persons along with their designation, address, Tel.No.,etc., for whose Organization (Previous Client), you have completed the above mentioned Jobs, and who will be in a position to certify about the Performance of your organization/ Services	
12.0	Whether any Civil Suit/ Litigation arisen in contracts Executed/ being executed during the last 07 years. If Yes, please furnish the Name of the Project, Employer, Nature of work, Contract Value, Work Order and Brief Details of Litigation. Give Name of Court, Place, and Status of pending Litigation.	Attach a separate sheet if required

13.0	Information relating to whether any Litigation is pending before any arbitrator for adjudications of any litigation or else any litigation was disposed off during the last ten years by an arbitrator. If so, the details of such litigation are required to be submitted.	
14.0	No. of supplementary sheets attached for Part-II	
15.0	Any employee of University of Delhi or their Family member in the job of the Company or Director of the Company.	YES / NO
16.0	If "YES" then details	
17.0	OEM Selection Criteria (As per Para 7 of this EOI)	Attach all Documentary proof and Certificates

**Place:**  
**Date:**

**Name of Authorised Signatory**  
**Name & Seal of Company**

**Annexure B**

*(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)*

To

**The Proctor,  
University of Delhi,  
Delhi - 110007**

Sir,

**Re : Expression of Interest for Comprehensive Centrally Monitored E Surveillance System at University of Delhi on OPEX Model (EOI Reference : .....dated .....**

Further to our proposal dated ....., in response to Expression of Interest for **Comprehensive Centrally Monitored E Surveillance System at all Campuses on OPEX Model** issued by "University of Delhi", we hereby covenant, warrant and confirm as follows:

1. We confirm that we will abide by all the terms and conditions contained in the EOI.
2. We, hereby unconditionally accept that University can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the EOI, in short- listing of Bidders.
3. All the details mentioned by us are true and correct and if University observes any misrepresentation of facts on any matter at any stage, University has the absolute right to reject the proposal and disqualify us from the selection process.
4. We confirm that this response, for the purpose of short-listing, is valid for a period of three months, from the date of expiry of the last date for submission of response to EOI.
5. We confirm that we have noted the contents of the EOI and have ensured that thereis no deviation in filing our response to the EOI and that the University will have the right to disqualify us in case of any such deviations.

Yours faithfully,

Signature of the Authorized

SignatoryName:

Designation:

Address:

Seal of the Company

**TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

**To:**

The Registrar,  
University of Delhi,  
Delhi – 110007.

Subject: Acceptance of Terms & Condition of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work:-

---

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:
2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. \_\_\_ to \_\_\_ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms /conditions/ clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirely.
5. I/we do hereby declare that our firm has not been blacklisted / debarred by any State/Central Govt. Department/Public Sector undertaking/Autonomous body/ University in India in the last three years.
6. I/we certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason thereof may summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.
7. I am / we are not blacklisted in any authorities/ Departments.

Yours faithfully,

(Signature of the Bidder, With Official Seal)

**Bid Security Declaration Form**

Date: \_

To

The Registrar  
University of Delhi  
Delhi

Ref: Tender document No. dated

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration) Name:

(insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on  
day of (insert date of signing) Corporate Seal (where appropriate)

**Performa for Earnest Money Deposit Declaration**

Whereas, I/we..... (name of agency) have submitted bids for **Expression of Interest for Centrally Monitored E-Surveillance System (CMESS) for University of Delhi OPEX Model**

I/we hereby submit following declaration in lieu of submitting Earnest Money Deposit.

- i) If after the opening of tender, I/we withdraw or modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents,  
or
- ii) If, after the award of work, I/we fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents,

I/we shall be suspended for one year and shall not be eligible to bid for University of Delhi Tenders from date of issue of suspension order.

**Signature of the contractor(s)**



### Technical Specification

Sl. No.	Equipment	Type/Model	Specification	Make
1	Camera			
2	NVR			
3	Switch			
4	Storage			
5	Server with Core and Surveillance Hard Disk			
6	Workstation's			
7	Joysticks			
8	Health Management Software with Licenses			
9	Digital Temperature Measurement system with Face Recognition Terminal			
10	Active Network Equipment's			
11	Passive Network Equipment's			
12	Poles/mast/mount with Ptz and Anpr Brackets.			
13	PVC pipes/conduit with accessories			
14	Armoured FRLS Fiber Cable			
15	Armoured FRLS power cable			
16	HDPE PIPE			
17	UPS with Battery & other Accessories			
18	Installation Material			
19	Civil Work			

**Technical and Functional Specifications**

<b>Technical Solution and Approach &amp; Methodology (Provide relevant documents)</b>		
<b>Description</b>	<b>System/Procedure</b>	<b>Supporting Documents</b>
Compliance with the technical specifications of the systems/ equipment/ solution defined the RFP. Non- Compliance with the minimum specifications will lead to rejection of bids	a) Video surveillancesystem b) Fire detection alarmsystem	Adherence to Specification details mentioned in subsequenttables of the document.
Technical Architecture of theproposed Solution	Criteria:	Technical Architecture Document
	a) Redundancy & Design ofsolution	
	b) Scalability of thesolution	
	c) Security of Network	
	d) Storage and RetrievalTechnology	
The approach and methodology defined by the bidder in the technical proposal	Criteria:	Approach & Methodology Document.  Details should be givenfor each parameter.
	a) Operations and Maintenance Mechanism	
	b) Monitoring Procedures	
	c) Repair and ReplacementProcedure	
	d) Facility/Procedure forreporting of Issue by the branch	
	e) Defined Escalationprotocol	

## FUNCTIONAL AND TECHNICAL SPECIFICATIONS WITH BIDDER'S RESPONSE

### 6. Central Monitoring Station Infrastructure Requirements

	<b>Feature</b> (Technical Architecture Document. Details should be given for each parameter.)	<b>Mandatory Compliance (Yes)</b>
<b>6.1</b>	Servers with 'HOT REDUNDANCY'. If the Primary server fails, the secondary server takes over immediately with no time loss.	
<b>6.2</b>	Scalability of the solution	
<b>6.3</b>	Minimum 100 MBPS Primary Back-haul from Network Provider Hub to Central Monitoring Station with auto switch over. Letter from network provider is required.	Provided through Campus Network
<b>6.4</b>	100 MBPS Secondary Back haul from another Network provider for Back up to Primary Back Haul. Letter from network provider is required.	Provided through Campus Network
<b>6.5</b>	UPS Supply to all systems	
<b>6.6</b>	Generator Back-Up to Mains Power with auto-Start	
<b>6.7</b>	Data Storage on Network Access Storage (NAS) for high data Redundancy	

### 7. Communication Requirements

	<b>Networking</b>	<b>Mandatory Compliance (Yes)</b>
<b>7.1</b>	On-line dashboard with TCP/IP communication over secure wireless/wired Network for Image, Video data and other information.	
<b>7.2</b>	Security of Network	
<b>7.3</b>	TCP/IP Networking	
<b>7.4</b>	International standard messaging	
<b>7.5</b>	Suitable network security to prevent hacking/sniffing/malware attack on the network	

### 8. Monitoring Station Alert Handling Service Requirement(Scope)

	<b>Station Service Requirement</b>	<b>Mandatory Compliance (Yes)</b>
<b>8.3</b>	The bidder is required to establish a Central Monitoring System to monitor the health of all equipment deployed at sites on 24 X 7 basis. All the complaints will be reported to the bidder and the Bidder should coordinate with their local representatives/ technicians to attend all the complaints. One CMS Console access to be provided at each Campus other location decided by the University.	

## CAMERA AND NVR (for 360 coverage)

SL. No.	Item	Minimum Specifications/Compliance	Mandatory Compliance (Yes)
1	IP Dome IR Camera	Min High Definition or higher	
		H.265 / H.264+ & H.264 dual-streamencoding	
		25/30fps@2M (1920x1080) WDR (120dB), Day/Night (ICR), 3DNR, AWB, AGC, BLC	
		Micro SD card, 128 GB	
		ONVIF Compliance.	
		IPv4 & IPv6	
		IP66 / IP67 Compliant	
2	IP IR Bullet Camera	IK10 Compliant	
		Min High Definition or higher	
		compression techniques: H265+/H.264+/MJPEG	
		3D digital N/R, WDR (120dB)	
		IR Distance up to 50 meters	
		IPv4 & IPv6	
		IP66 / IP67 Compliant	
4	Network Video Recorder	IK10 Compliant	
		Micro SD card, 128 GB	
		High performance Processor	
		IP Camera Input (as per design)	
		Supports RAID 0/1/5/10	
		Compression: H.264/MJPEG/H.265	
		OSD (On-Screen Display): Camera Title, time, video loss, Camera lock, Motion detection, recording Bit Rate 16 Kbps-20 Mbps per channel	
		Play back: 128 Mbps in RAID 5 Mode & up to 64 Mbps in Single HDD Mode	
		Play back Function: Play, pause, stop, rewind, fast play, slow play, next file, previous file, next camera, previous camera, full screen, repeat, shuffle, backup, selection, digital zoom.	
		Back Mode: USB/Network/e SATA Device	
		3rd Party Support	
Network Interface (100/1000Mbps)			
PoE			

		Network Function: HTTP, HTTPs, IPv4/IPv6, TCP/IP, UPNP, RTSP, UDP, SMTP, NTP, DHCP, DNS, PPPOE, DDNS, FTP, IP Filter, SNMP, P2P, ONVIF Version 2.4 CGI Conformance, Alarm Server.	
		Optical Fiber Interface (Optional): 2 Giga Optical Fiber	
		Interface Internal HDD: High Definition recording for 90 days  <b>(Storage shall be proposed to ensure the recording requirements are full filled. The bidder has to factor NVR as per the number of IP Camera Input Channel)NVR Access should be compatible with all browsers</b>	
		Certifications: CE & FCC	
5	Managed Network Switches	8/16/24/48 Ports (as per the requirement)	
		100Mbps /1000 Mbps (as per the requirement)	
		PoE (as required)	
		Rack mountable switches	
6	Network Rack	Size as per requirement	
7	Cabling and conducting	Data Cable – Cat6 UTP, Patch panel, PatchCords, power adaptors etc.	
8	Any other item which are not included in the above, however require for completion of the project maybe included	Details may be provided by the bidder	

- i) **Storage capacity shall be provisioned to meet the requirement as mentioned in this RFP.**
- ii) **Above mentioned specifications are the indicative minimum specifications for vendor to propose the solution.**

**Name & Signature of authorized signatory**

**Seal of Company**

**Annexure**

**Bidder Details**

Details of the Bidder

S. No.	Particulars	Details
1.	Name	
2.	Date of Incorporation and / or commencement of business	
3.	Certificate of incorporation	
4.	Brief description of the Bidder including details of its main line of business	
5.	Company website URL	
6.	Company Pan Number	
7.	Company GSTIN Number	
8.	Particulars of the Authorized Signatory of the Bidder a) Name b) Designation c) Address d) Phone Number (Landline) e) Mobile Number f) Fax Number g) Email Address	

**Name & Signature of authorized signatory**

**Seal of Company**

---

<b>Scope of Work / Delivery / Payment Schedule and other</b>
--

Sr. No.	Requirement
	<p><b>Scope of Work – (All bidders must give undertaking on Company’s letter head that they shall provide each and every service as mentioned in the Scope of Work .</b></p> <p><b>Please note: Any of the mentioned services can be withdrawn, fully or partially, by giving a notice of 60 days, any time during the contract period and no commercials for the service as per price discovery, will be paid subsequent to withdrawal of service.</b></p>
<b>A</b>	<b>Event based e-Surveillance system at all sites (24X7)</b>
<b>1</b>	Number plate recognition at all entry and exit gates.
<b>2</b>	Detection of Intrusion in the premises beyond office.
<b>3</b>	Thermal imaging at all entry gates
<b>3</b>	CCTV camera should be provided in all locations (as per requirements). All Cameras should be of High Resolution and should be able to record clear images and video in the scenario of dull light at site or the bright light from the background. While viewing the site in real time through CCTV surveillance from Command center of the vendor, there should be no Interruptions due to any related issues.
<b>4</b>	Detection of lingering activity for more than two minutes, Motion based monitoring (at desired locations) throughout the day using video analytics. Additionally, monitoring using motion detectors through PIR (Passive Infrared) sensor from 10 PM to 6 AM.
<b>5</b>	Video Verification by viewing images and video of site on above event.
<b>6</b>	Storing of Images and Video for Verification (90 days). Images and Video footages related to any incident detected/deterred should be stored beyond 90 days and till the closure of the case. (Should be able to store for higher period in case of future administrative/regulatory requirements).
<b>7</b>	To provide images and video footages on demand of the University. As soon as CCTV images/videos request is received by e Surveillance vendor, they have to mark it as disputed and shall retain till the closure of the case. Every month, vendors will inform the University about ID wise images/videos retained beyond 90 days and deleted thereof.
<b>8</b>	The time stamping should be available on all images and video footages.



<b>9</b>	The Centrally Monitored e-Surveillance System/ Solution vendor will be solely responsible to provide such information or footage or image or reports to the University.
<b>14</b>	SMS and Emails to Security official on receiving an alert as per mutually agreed procedure.
<b>17</b>	The offered system should have various reporting capabilities such as Centrally Monitored e-Surveillance System/Solution down Report, wise Ticket generation reports, Mains/UPS Power Cut Report, House Keeping Report and connectivity/Link uptime report etc.
<b>18</b>	Twice a day video housekeeping to know the clean/unclean status of the site.
<b>19</b>	All functionalities given in functional specification to be provided. Technical/ Functional Specification of the Centrally Monitored e-Surveillance Solution.
<b>20</b>	To implement the offered System as per the technical/ functional specifications given in the LOI document.
<b>21</b>	The University may shift or renovate it is during the contract period. In these cases, the bidder must shift/re-install the same/new equipment at the new/existing location within 15 days of receiving such information from the University. The University will reimburse the shifting/re-installation charges @ 50% of quarterly rental of the site. The applicable quarterly rental in such cases will be paid on pro-rata basis for the days for which the system was operational.
<b>22</b>	To generate the alert in case of Fire/Smoke and to switch on/off Mains and Upspower.
<b>23</b>	To provide the access to real-time dashboard:
<b>A</b>	To provide the live (real-time) view of the sites to the dedicated users as by their ID mapping and location
<b>B</b>	To access the dashboard through smart phone apps as well as web view.
<b>C</b>	To know the status of offline/online sites and duration of downtime (from date/time – to date/time) in case of offline sites. User should be able to download details of such sites in the excel file.
<b>D</b>	To download the reports in mutually agreed formats. However formats for new reports, as and when required by the University, at any stage during the term of the contract, shall be advised to the selected vendors for development and submission at the prescribed intervals.
<b>E</b>	To be able to provide the related data, such as ID, Location, Address, Contact details, etc. in the downloadable format as advised by the University.
<b>F</b>	To know the health status of the all the installed sensors and equipment, such as 2-way communication system, hooter, CCTV, all the installed sensors, etc.
<b>G</b>	To develop any new feature in the dashboard at no extra cost to the University,
<b>H</b>	To be able to generate the penalty calculation report.
<b>I</b>	To be able to integrate with the different systems of the University, such as Switch, monitoring tool, etc., as per the University's requirement, at no extra cost to the University.

<b>J</b>	Capability to lodge the request for requisition of CCTV footage by the authorized user of the University.
<b>L</b>	Capability to take the screen shots of the live images and video.
<b>M</b>	To monitor the site live from any of the device as authorized to the University Official.
<b>N</b>	To show the live location of the site on google map.
<b>O</b>	Every data related to sites, should be available on both, i.e., bidder's portal as well as University's Centralized dashboard.
<b>24</b>	To maintain the database by mapping the IDs with e-Surveillance site ID. In case of any mismatch, to co-ordinate with the University authorities for necessary reconciliation.
<b>25</b>	Continuous connectivity between the Command Centre and the site by implementing the solution of multiple SIM connectivity, with broadband/3G/4G or any higher connectivity wherever available. Connectivity with minimum two SIMs functioning simultaneously and scalable up to 3 SIMS.
<b>26</b>	All wirings must be concealed and not accessible to an outsider. If any equipment loses its connection with the command center, command center should be able to identify the same within maximum 2 minutes.
<b>31</b>	To detect any kind of tampering with the equipment installed at site.
<b>32</b>	During the currency of the contract, the system should be upgraded at no extra cost to the University. Any technological up gradation in CCTV, more specifically due to regulatory/administrative requirement, no extra cost to be charged to the University.
<b>33</b>	Preventive maintenance of all the equipment covered under this scope to be carried out quarterly and a mobile application to be developed to submit the PM report to the concerned University authorities and the same to be linked with the real-time dashboard.
<b>34</b>	For any new feature of e-Surveillance which is not available under existing e-Surveillance sites, Vendors need to carry out PoC at their own cost.
<b>35</b>	Any device/sensor installed at site should not damage the University's installed system. Any loss arising out of such instances will be recovered from the vendor.
<b>36</b>	Should have a documented and tested Business Continuity Plan (BCP), a Disaster Recovery site according to Disaster Recovery Plan (DRP) and the documents related to both BCP/DRP should be submitted to the University.
<b>37</b>	The switch over from Primary Command Centre to DR command center should be within 30 minutes.
<b>38</b>	Capability to instantly detect the disconnection of Alarm Panel at site, (such as wire cut, etc.) or disconnection of any of the critical sensor from Alarm Panel and initiate appropriate and corrective actions to detect the reason of disconnection and in the event of occurring of any crime, escalation to the related parties (Police authorities/QRT/ University Officials), to deter/prevent the crime.
<b>39</b>	Capability to instantly detect the disconnection of CCTV from the Command Centre or non-recording of Videos and images locally at the site or video loss/blacking out/masking the CCTV by any miscreant, and to take appropriate action in case of occurrence of any of the case mentioned as above.

40	Capability to instantly detect if view of the camera/Camera angles has been deviated as per original installations and to initiate appropriate action.
41	The University may require the Command Centre to inform the University's Switch Centre to cease the operations at a suspected site, in case any suspicious activity is detected by the Command Centre.
42	Capable of preventing the malware attack on the network/data center.
45	An alert must be raised in case someone tries to disconnect the CCTV by removing power cables or switching of the CCTV, etc. Whole activity should be recorded as a continuous video.
46	A notice prepared elegantly (shall be approved by the University) to the effect that the site is under electronic surveillance shall be displayed on the front door of the site.
<b>B Quick Response Team (QRT) for attending the incidents (Prescribed sites)</b>	
1	QRT to be available at the site within 15 minutes of reporting of any suspicious/untoward incident at command center.
2	To take adequate/reasonable steps to deter the incident/crime. To call and inform local police/fire brigade authorities in case of any incidence. To call, inform and co-ordinate with University officials.
3	To support the University /Law enforcement agencies in case of any incident occurred at site.
4	To provide ID wise mapping of QRT personnel for verification by University's official. The list to be annexed with the quarterly invoices for claiming the payment for providing QRT services.
<b>C Housekeeping (Cleaning) Services at Command Center (Prescribed sites)</b>	
1	To visit the site 2 times a day to maintain the cleanliness at site.
2	Cleaning of both customer area & back room and immediate surroundings; cleaning of all items in kiosk, i.e, machines' exterior, LCD/CRT screen, Air Conditioners, Visual Merchandise, Signage (including external signage), Floor, Glass, Walls, Cleaning of wastepaper basket, etc., to ensure that the site presents a neat and clean appearance. All surfaces shall be maintained clean and particularly glass surfaces shall be maintained sparkling clean.
3	Cleaning of Signage / Lollypop once a month.
4	To keep a check on the health of the e-Surveillance equipment/sensors and if required, necessary steps to be taken to ensure that the same is replaced/repaired/rectified within a maximum period of 24 hours from the time of fault occurrence.
5	Pest control/anti-rodent treatment shall be undertaken minimum once every quarter.
6	Every visit to the site should be recorded electronically through mobile based applications and the same should be available along with the CCTV footage for audit by the University officials up to a period of 2 months.
7	To report the unusual/unauthorized activity at the site.

<b>8</b>	To provide ID wise mapping of Housekeeping personnel for verification by University's official. The list to be annexed with the quarterly invoices for claiming the payment for providing Housekeeping services.
<b>D Energy/Power Management Module at all sites</b>	
<b>1</b>	To manage power consumption and keep a check on power and other equipment, such as UPS, battery, etc.
<b>2</b>	To monitor the status of the Mains and UPS power and to switch on/off the Mains and UPS power, if required.
<b>3</b>	To monitor the health status of the batteries of UPS,
<b>4</b>	UPS Battery charge percentage should be monitored and Alert should be generated on low battery and system should be able to send SMS/e-mail to designated persons to QRT
<b>E Secured Cloud / Central Storage of e-Surveillance Data including CCTV footages (for all sites)</b>	
<b>1</b>	To provide Secured cloud/central storage of e-Surveillance data including CCTV footage of all the sites covered under e-Surveillance solution irrespective of the vendor. Such storage facility should be within India only and should not be sourced from outside India.
<b>2</b>	To create a portal from where CCTV footages can be downloaded by officials at any given point of time by selecting ID, Date of footage, time of footage, with the options of viewing and download rights.

SI N o	Requirements	University's Requirement		
F	Term of the Project:  Delivery locations:  Project Schedule and milestones:	Project will be valid for a period of 5 years from the date of execution of SLA sites as per PO issued for installation of solution.  Delivery timelines will be counted from Date of Letter of Intent issued to selected bidder.		
Sr. No	Activity	Sub Activity (if any)	Owner	No. of calendar days
1.	Pilot Implementation	Complete installation on 1 pilot sites in each campus by each vendor	Selected vendor	5 Days
2.	Pilot Implementation	Review of e-Surveillance system by University representative(s), Live pilot testing, monitoring and observation of the solution and put-up review of pilot testing.	University officials and respective selected vendor.	10 Days
# # In case the PBG is not submitted by the bidder within the stipulated timelines, University will not issue further PO to the bidder and the sites will be reassigned to another vendor.				
6.	<b>Phase wise rollout pan as under: 15 DAYS</b>			
<p>* The selected vendor will be required to submit an installation report after completing installation of each site</p> <p>The date of installation of e-Surveillance solution at the identified locations shall not be later than 30 days from the date of Purchase Order issued by the University</p>				
G	Help Desk Requirements	a) 24 * 7* 365 days per year, online support facility b) The expected time of response/resolution should be average 15 minutes/24 hrs respectively per call. c) Escalation process should be in place for unresolved issues d) Bidder support staff should be well trained to effectively handle queries raised by the University Officials etc. e) Bidder should have ability to generate MIS reports periodically for example: Volume of calls / per day, resolution % per day etc. f) Considering expected number of call request /		

		day, the help desk should be manned with of persons dedicated to work for the University.
H	MIS Report Generation requirement	<p>a) Submission of daily/ quarterly reports as per relevant annexures of the RFP.</p> <p>b) New Reports / Additional reports can be introduced anytime during the contract period depending upon the requirement of the University.</p>
I	Performance Requirements	Uptime of e-Surveillance solution is required to be minimum99%.
J	Scalability Requirements	<p>a) To be scalable as per University's future requirement.</p> <p>b) The access to use the portal / dashboard to be given to all the respective officials involved in operations at University. The number of users may reach up to 200.</p>
K	Regulatory Compliance Requirements /	To be defined as per project requirement.
L	Security Requirements	<p>Compliance with University's Security policy</p> <p>Responsibilities for data and application privacy and confidentiality</p> <p>Responsibilities on system and software access control and administration</p> <p>Custodial responsibilities for data, software, hardware and other assets of the University being managed by or assigned to theVendor</p> <p>Physical Security of the facilities; &amp; Physical and logicalseparation from other customers of the Vendor</p> <p>Incident response and reporting</p> <p>proceduresPassword Policy of the</p> <p>University Data Encryption/Protection</p> <p>requirement of the University</p>
M	Limited Trial / Pilot Requirements	As mentioned in RFP document under Award Criteria andProject Term / Delivery Schedule

N	Backup system / POC / test & training system / DR system	Bidders to have Disaster Recovery Centre at different Seismic Zones other than the Command Centre, within India only
O	Training	Selected bidders to provide training on e-Surveillance system to all the respective University's officials covering all aspects covered under RFP document.
P	Payment schedule	No advance payment will be made. Payment shall be made, on quarterly basis (on completion of the month) on the quarterly invoice raised by the selected vendor, by Teams at respective Circle Locations under whose jurisdiction it falls after verification of uptime report submitted and deducting the penalties, if any. Payment shall become due from the date of operationalization of the system at the location. Payment of quarterly rent will be made after deducting TDS as per Income tax guidelines. Bidder should submit the quarterly invoice within 7 days at the end of the month along with the uptime report.

## Annexure-F

### Indicative Price Bid

The indicative commercial Bid needs to contain the information in a sealed envelope bearing the identification – “**Indicative Commercial Bid for Comprehensive Centrally Monitored Electronic Surveillance of installations of University of Delhi on OPEX basis**”.

Please note that:

1. L1 will be decided by the price (A) discovered through Reverse Auction, which will be conducted for one sample site on Point (A), given below under para (3), which consists sum of three mandatory services mentioned at Sl. No. 1, 2 and 3 of Indicative Commercial Bid Format.
2. For each of 7-line items, University has prescribed a maximum % of the price “A”. Bidder is free to quote % against each line item not exceeding the maximum % of the price “A” prescribed by the University. Bidder will be required to fill up the rate in column A and prices in all other columns will be automatically arrived at as per the % quoted by the bidder against each line item. Selected vendors (L2 / L3 / L4) will have to match all the line items of L1 mentioned against line item 1 to 7.
3. The University would be at liberty to take any of the following service(s) or combination of services or all the services at any particular site.

<b>INDICATIVE COMMERCIAL BID</b>			
<b>Sl. No.</b>	<b>Particulars of Items</b>	<b>Price in (Rs.)</b>	<b>Maximum % of (A)</b>
	<b>Services</b>		
1	Event based Surveillance System (having 1 at site) <b>(per site per month) (Required for All Sites)</b>		60%
2	Cloud / Central Storage for e-Surveillance data including CCTV footage <b>(per site per month) (Required for All Sites)</b>		25%
3	Energy/Power Management Solution <b>(per site per month) (Required for All Sites)</b>		15%
<b>A (L1 Price=1+2+3 Above)</b>		<b>0.00</b>	<b>100% of (A)</b>

Services mentioned at point no. 4 to 7 below, are additional services for which the prices (rental) will be paid only, in case, the service(s) is/are availed.

---



Sl. No.	Particulars of Items/Services	Price in (Rs.)	Maximum % of (A)
4	Price for additional Machine(s) at site (per additional Machine per month)		5%
5	Additional Cameras in main lobby (for bigger rooms) (per additional Camera per month) (No Minimum sites)		2%
6	Housekeeping (Cleaning) services at Command Centers (per site per month) (For prescribed no. of Sites)		10%
7	Quick Response Team (QRT) (per site per month) (For prescribed no. of Sites)		15%
	<b>GRAND TOTAL (B)</b>	<b>0.00</b>	

Signature

Seal of Company

**Breakup of GST**

Sr. No.	Name of activity/Services	GST%
1.		
2.		
3.		
4.		
5.		
6.		
7.		
<b>Grand Total</b>		

Signature

Seal of Company



**Certificate of Local Content**

<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>

Date:

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

**Ref.: RFP No.:** \_\_\_\_\_ **Dated:** \_\_\_\_\_

This is to certify that proposed \_\_\_\_\_ <services as per scope of work mentioned in the indicative commercial bid> is having the local content of \_\_\_\_ % as defined in the above-mentioned RFP and amended thereto.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide order No. P-45021/2/2017-PP (BE-II) dated 4<sup>th</sup> June 2020.

**Signature of Statutory Auditor/Cost Auditor**  
**Registration Number:**  
**Seal**

**Counter-signed:**

**Bidder**

< Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content.>

---

**Penalties**

Sl. No.	Parameter	Metric	Penalty
1.	<b>Adherence to the planned Implementation schedule</b>	The complete Centrally Monitored E-Surveillance System should be delivered, installed and made operational at the identified Locations within 60 days of acceptance of order	<p>A penalty of Rs. 1,000/= per week from the 31<sup>st</sup> day of placement of order with full site details/ addresses by the University, till the date of operationalization will be levied for the reasons attributable to the vendor. The penalty amount for delayed installations will be due on 1<sup>st</sup> day of the week FROM 31<sup>ST</sup> DAY ONWARDS. E.g.,</p> <p>1. Delayed Installations between 31-37-day, penalty Rs. 1,000/-</p> <p>2. Delayed installations between 38-44-day, penalty Rs. 2,000/- and so on</p>
2.	<b>Equipment Uptime</b>	<p>At least 99% uptime expected</p> <p>i. System is non-functional for more than 30 minutes up to 4 Hours,</p> <p>ii. system remains non-functional beyond 4 hrs. and upto 24 hours,</p> <p>iii. system remains non-functional beyond 24Hrs. up to 48Hrs,</p>	<p>i. 30% of quarterly rentals for that site for each instance of failure beyond 30 minutes for 4 Hrs.</p> <p>ii. 50% of quarterly rentals for that site for each instance of failure for 4 Hrs. and up to 24 hours,</p> <p>iii. 75% of quarterly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours,</p>

		iv. system remains non-functional beyond 72Hrs,	iv. 100% of quarterly rentals for that site for each instance of failure beyond 72 hours,
3.	<b>Incident Reporting</b>	For every identified incident, the CMS should have evidence of incident (video recording, two-way audio communication logs, system logs), records for action taken and reporting to respective authorities as per agreed mechanism.	To be randomly verified by University official / University appointed agency on quarterly basis for SLA monitoring. For every non-compliance a penalty of 1% of the Quarterly fee of the entire concerned University shall be levied.
4.	<b>Reports submission to University</b>	All reports to be submitted to University	The vendor-wise availability/performance/system down reports to be downloaded from the new dashboard. To be randomly verified by University / University appointed agency on quarterly basis for SLA monitoring. For every non-compliance a penalty of 1% of the quarterly fee of the concerned University shall be levied.
5.	<b>Non-Submission of Surveillance System downtime report</b>	The captioned report should be submitted next day by 12 noon to University. Non Submission will attract penalties as:	For every day's report:  Up to 24 Hours: 10% of the Quarterly rent sites  24-48 Hours: 30% of the Quarterly rent of the site  48-72 Hours: 50% of the Quarterly rent of the site.  Beyond 72 Hours: 100% of the Quarterly rent of the site.

6.**	<b>Loss to University due to un-reported/ UNDETECTED incident</b>	For every loss incurred by SBI, for the incidences which are not reported/detected by the vendor.	Actual financial Loss as per incident. Within the billing Quarterly, the capping for this penalty would be 100% of the Quarterly fee for the concerned site.
7.**	a) <b>Non-Supply of Video Footage</b> b) <b>Non-retention of footage as per the requested received from the University.</b>	For not providing CCTV footage for any incident/ transaction-based footage. For not providing clear images and video (face not recognizable)	Rs. 10,000 OR Actual loss to the University, whichever is higher, for both the cases
8.	<b>Non-maintenance of Turn Around Time for providing CCTV footages</b>	For not providing images / footages within 3 days of receipt of such requests from the University.	Rs. 500/- per day for such delays beyond 3 days.
10.	<b>Failure of any equipment/sens or should be replaced/ repaired within 24 hours.</b>		Beyond 24 hours, penalty will be as under:  i. 10% of Quarterly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours,  ii. 50% of Quarterly rentals for that site for each instance of failure for 48 Hrs. and up to 72 hours,  iii. 100% of Quarterly rentals for that site for each instance of failure beyond 72 hours,
11.	<b>Non-installation of dismantled site</b>	If University shifts the to new location or discontinues the site, the reinstallation at new location within 15 days after receiving the new site details.	A penalty of Rs. 500/- per day from the 16 <sup>th</sup> day of placement of order with full site details/addresses by the University, till the date of operationalization will be levied for the reasons attributable to the vendor.
12.**	<b>Not keeping the sites clean</b>		Rs. 2,000 per instance. For more than 2 instances, maximum penalty per site per month is Rs. 5,000.

13.**	<b>Loss occurring out of equipment installed by vendor OR due to negligence on part of e-Surveillance vendor or any of its associates OR, due to non-functioning of the system OR due to deficiency in services</b>		Actual loss to the University
14.	<b>Unable to fulfill the transition obligations</b>		An amount equivalent to 10% of total contract value
15.**	<b>Change of e-Surveillance company by selected non-eSurveillance company</b>		Rs. 5.00 Lakh per change of vendor

Computation of all penalties at the University Level. All penalties shall be recovered concurrently from the total bill payable to the Vendor for the particular Quarterly, subject to the maximum of 50% of the Quarterly bill payable.

\*\* However, the penalties/loss amount referred above at Sr. No. 6, 7, 9, 12, 13, 15; will be recovered fully to the extent of 100% from all the outstanding bills of the Service Provider at the University Level and residual recovery amount, if any, will be recovered from the future bills and/ or by invoking the performance bank guarantee.

---

Note: If the successful bidder fails to complete the due performance as per contract, University reserves the right to terminate the contract and recover Liquidated Damages maximum 10% of contract value. Both the above Penalty and Liquidated Damages are independent of each other and applicable separately and concurrently.

