



**GOVERNMENT OF KERALA  
POLICE DEPARTMENT**

Vazhuthacaud, Thiruvananthapuram - 695010  
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**H7/74725/2020/PHQ**

Dated: 06/01/2022

**e-Government Procurement (e-GP)  
NOTICE INVITING TENDER FOR CAMC**

The State Police Chief, Kerala Police Department, Government of Kerala invites online bids from Original Equipment Manufacturers, reputed service providers/agencies for the **Comprehensive Annual Maintenance Contract (CAMC) for Security Equipments (Door Frame Metal Detectors – 28 Nos., Mine Sweeper – 10 Nos., Non Linear Junction Detector – 3 Nos., X -Ray Baggage Scanner – 4 Nos., Handheld Metal Detector – 35 Nos. and Search Light – 10 Nos.) installed at Sabarimala for three years.** The bidders should comply with the general conditions in addition to the additional conditions of the instant tender.

**Terms and conditions**

1. Bidders should quote AMC proposal for 3 consecutive years. The contract shall be on a comprehensive maintenance service basis, no extra charges for any kind of service, replacement of any defective parts including consumables.
2. The bidder have experience in servicing of security equipments – Proof to be submitted.
3. The bidder should have minimum 3 years experience in servicing of major security equipments – Proof to be submitted.
4. The bidder should have at least two trained service Engineer – Proof to be submitted.

5. The bidder should have a local registered office at south Kerala for service and support. Proof to be submitted.
6. The Bidder should have valid GST registration. Copy of GST registration certificate should be enclosed along with the tender.
7. The bidder should have valid PAN/Taxation Index Number. Copy of PAN/Taxation Index Number allocation letter should be enclosed along with the tender.
8. The Owner reserves the right to terminate the contract at any time during the period of contract because of violation of any conditions of this contract.

1	Tender No. & Date	KPET/02/2022/ PHQ Dated 06/01/2022
2	Item	<b>Comprehensive Annual Maintenance Contract (CAMC) for Security Equipments (Door Frame Metal Detectors – 28 Nos., Mine Sweeper – 10 Nos., Non Linear Junction Detector – 3 Nos., X -Ray Baggage Scanner – 4 Nos., Handheld Metal Detector – 35 Nos. and Search Light – 10 Nos.) at Sabarimala for three years.</b>
3	Estimated Amount	Rs. 43,69,000/- per annum
4	Tender Fees	Rs. 22,700/- (Rupees Twenty two thousand and seven hundred only) (GST extra)  18% GST amount on tender fees mentioned above shall be paid to GST Department directly by the bidder.
5	Earnest Money Deposit	Rs. 1,31,070/- (Rupees. One Lakh Thirty one thousand and seventy only)
6	Performance security	5% will applicable for the work order
7	Scope of Work	Attached separately

8	Date and time of publication of e-Tender	06/01/2022, 06:00 PM
9	Date of submission of e-Tender	06/01/2022, 06:00 PM To 21/01/2022 , 12: 00 NOON
10	Last date and time for online submission of e-tender	<b>21/01/2022, 12:00 NOON</b>
11	Date and time of opening of e-Tender	24/01/2022, 3:00 PM
12	Place of opening	Police Headquarters, Thiruvananthapuram
13	Date, Time and Place of document verification	<b>28/01/2022</b> , 10.30 AM, District Police Office, Pathanamthitta
14	Bid Validity (Total Number of Days up to which the rates are to be firm)	180 days
15	Address of Tender Inviting Authority	State Police Chief, Kerala, Vazhuthacaud, Thiruvananthapuram - 695010 Ph: 0471-2722566 Fax: 0471-2722566 e-mail: aig2phq.pol@kerala@gov.in Website: <a href="http://www.keralapolice.gov.in">www.keralapolice.gov.in</a>

**1. Mode of submission of bids: - Online.** All Bid documents shall be submitted only in online procedure through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) in their designated online covers. Details of covers are given separately. No other mode of submission shall be accepted and such tenders will be rejected outright.

**02. Cover details:** - No. of covers - 2. i) Technical Bid ii) Financial Bid. The AMC/ATS after warranty period also to be quoted in the Financial Bid. In the case of Foreign Equipments, the rate must be quoted in Indian Rupees. The documents to be uploaded under each online covers are specified in the website.

**03. Downloading of e-Tender documents:** - The tender document can be downloaded from the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) from the date and time of publication of e-tender onwards to last date and time for online submission of e-tender. Downloading of tender documents will not be possible after the date specified above.

**04. Submission of e-Tender documents:** - The digitally signed tender document and other specified documents shall be submitted online through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) well in advance before the last date and time mentioned above. No submission shall be allowed after the last date mentioned above.

**05. Payment of Tender Fees:** - A non-refundable tender fee shall be paid in online mode through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) at the time of bid submission. No other mode of payment shall be accepted. **THE TENDERS OF BIDDERS WHO DO NOT REMIT FEES THROUGH ONLINE WILL BE REJECTED OUTRIGHT.**

**06. Payment of Earnest Money Deposit (EMD):** - The EMD shall be paid in online mode through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) at the time of bid submission. No other mode of remittance shall be accepted.

**07. Exemption from payment of EMD:** - Bidders who are registered with Store Purchase Department, Kerala or National Small Scale Industries Corporation Ltd., New Delhi (for the items tendered) are exempted from submission of EMD. Those bidders claiming exemption shall submit valid registration certificate from the SPD, Kerala or NSSIC, New Delhi.

**Tenders of bidders who do not remit EMD online or do not upload documental proof (digitally signed) for exemption of EMD will be rejected outright.**

**08. Withdrawal and re-submission of e-Tender:** - The Bidders are at liberty to withdraw the submitted tender/documents and to submit fresh tender/documents till the last date and time of submission of the e-Tender after which withdrawal/re-submission will not be allowed.

**09. Opening of e-Tenders:** - The bids shall be opened online through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) at the Police Headquarters, Vazhuthacaud, Thiruvananthapuram on the date and time mentioned above in the presence of the Bidders/ authorized representatives who wish to attend at the above address. If the tender opening date happens to be a holiday or non-working day due to any valid reason, the tender opening process will be done on the next working day at the same time and place specified. Any change in the opening date/time/venue due to other reasons shall be informed by way of Corrigendum published in the e-GP website. The Technical Bids will be evaluated by a Technical Evaluation Committee and those that do not conform to the specifications or to the satisfaction of the Committee will be rejected. The financial bids of the Technically qualified Tenderers only will be considered for opening. The date of opening of financial Bids will be intimated to the concerned technically qualified tenderers, over phone/Fax/e-mail. This will be with in 7 to 10 days of evaluation of technical bid.

**10. Document verification:** - All tenderers who quote for the above CAMC are required to be ready for document verification to be held at District Police Office, Pathanamthitta **on 28.01.2022 at 10.30 AM (or any other venue which will be intimated in due course)**. Any clarification/doubts regarding the scope of work or related matters pertaining to the items tendered may be freely got cleared through Sub-Inspector of Police, BDDS, **Pathanamthitta - Ph. No. 9846070383**).

**11. All Bidders who participates in e-tender should produce hard copies of all relevant documents related to e tender at the time of technical evaluation, without fail.**

**12. Note to Bidders:**

- i) Bidders have to procure legally valid Digital Certificate (Class III) as per Information Technology Act, 2000 for digitally signing their electronic bids. Bidders can procure the same from any of the license certifying authority of India. For more details, please visit the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in).
- ii) Bidders are advised to note the Tender\_Id and Tender No. & Date for future reference.
- iii) All uploaded documents should contain the signature and the office seal of the bidder/ authorized persons and should be digitally signed while uploading. Documents uploaded without digitally signing shall entitle rejection of the tender.
- iv) In the case of Foreign Equipments, the rate should be quoted in Indian Rupees. Preference will be given to those who are ready to supply the item without opening Letter of Credit. Ordinarily, no advance payment will be made for procuring the above item. In case advance payment has to be made, a clear case has to be made out by the Tenderee. However this will be only on extraordinary circumstances.
- v) For obtaining Digital Signature Certificate and help on e-tendering process, contact Kerala State IT Mission, e-Government Procurement PMU & Helpdesk, Basement floor of Pension Treasury Building, Uppalam Road, Statue, Thiruvananthapuram; Ph: 0471-2577088, 2577188; Toll free no: 18002337315; e-mail:[etendershelp@kerala.gov.in](mailto:etendershelp@kerala.gov.in); Website: [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) on all government working days from 9:30 am to 5:30 pm.
- vi) The State Police chief is empowered to reject any tender without assigning any reason.
- vii) For any clarifications regarding the terms and conditions in this tender notice or the tender document, please contact Additional Asst. Inspector General of Police, OR Senior Superintendent H, Mod and Building Branch, Police Headquarters, Vazhuthacaud, Thiruvananthapuram – 10 on all Government working days from 10:30 am to 5:00 pm. Ph:0471-2721547 Fax: 0471-2726945

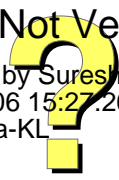
**NOTE: - BIDDERS ARE ADVISED TO GO THROUGH THE CONDITIONS IN THE NOTICE INVITING TENDER AND THE TENDER DOCUMENT CAREFULLY AND COMPLY THEM TO AVOID OUTRIGHT REJECTION OF THEIR TENDER.**

For any litigation relating to this order, the jurisdiction will be Thiruvananthapuram City.

Sd/-  
Additional Assistant Inspector General of Police  
For DIRECTOR GENERAL OF POLICE &

**Signature Not Verified**

Digitally signed by Sureshkumar K  
Date: 2022.01.06 15:27:26 PST  
Location: Kerala-KL



## **Comprehensive specifications/conditions for AMC in respect of the BDD/ Security Equipment installed at Sabarimala - Sannidhaanam and Pampa.**

As part of security arrangements, the Police department had installed 28 DFMD, 10 Mine sweeper, 3 NLJD, 4 X-Ray Baggage Scanner, 35 HHMDs and 10 Search Light at Sannidhanam and Pampa during the year 2018. A Comprehensive Annual Maintenance Contract (CAMC) needs to be entered into. The following are the terms and conditions suggested.

### **TERMS A AND CONDITIOINS**

1. The Comprehensive Annual Maintenance Contract (CAMC) period of the equipment (DFMD- 28, Mine sweeper - 10, NLJD-3, X-Ray Baggage Scanner- 4, HHMDs – 35 and Search Light-10) installed at Sannidhanam and Pampa will be for three years.
2. The firm shall ensure that the BDD equipment and systems are working during the CAMC period. The firm shall be responsible for maintenance/ replacement of damaged equipment and other accessories including Batteries, UPS, Stabilizers, Monitors, X-Ray Generator, Systems switches, Servers, Cables, LED panels, Control panels, Panel boards, Mother boards etc during CAMC period.
3. The CAMC covers all the item mentioned in the Annexure and their associated components including all cables, adapters, charging cables, Lithium batteries, Battery holders, Power cables, Online support, Data cables and Software services etc.
4. The firm shall be responsible for the maintenance/replacement of physical damages that may happen due to flood, lightning, falling trees, animal attack, force occurrence and electrical short circuit, damages caused by pilgrims etc during the CAMC period.
5. A snag to an individual equipment shall be corrected within 24 hours. In case the breakdown of more equipment happens, it should be corrected within four hours.
6. The firm concerned shall provide software updates, settings, patches,

versions during all stages for all software components including operating systems. Software or any other software which would be part of the project during the CAMC period programming or reloading of systems software is required, the same shall be done by the firm at their own cost.

7. In case of corruption or change of software programme /data of the equipment due to any reason, the replacement, maintenance and reprogramming shall be the responsibility of the firm. Also the replacement, maintenance of the BDD equipment and its accessories are included in CAMC cost.
8. After award of work to the firm, a joint inspection will be held immediately at site for assessing the serviceability of the equipment. Any item found defective during the joint inspection prior to handing over the BDD equipment to the firm for CAMC will be jointly noted down either side and the same shall be got rectified by the firm on payment basis as one time measure.
9. Any spares of equipment or spares that need to be imported from Original Equipment Manufacturer(OEM) shall always be available locally with the firm or have to be in the firm's possession at all times to facilitate quick replacement of spares without any loss of time.
10. All Spares used for rectification of faults shall be genuine and licensed as mentioned in the OEM service manual. If any original spare is not available with the OEM then the firm may use compatible upgraded version of the same.
11. If spares are not available with the OEM, a compatible equivalent spare of any other reputed can be used after taking prior approval of the officer in charge of District Police Chief, Pathanamthitta. The spares used for rectification of a fault shall not afford the original performance of the system or after the original parameters and technical characteristics of system in any way.
12. Proper Log Books for each system/equipment shall be maintained by the firm's maintenance engineer/technicians for preventive well as breakdown maintenance, periodic inspection shall be carried out. Maintenance log book and inspection report shall be handed over to the officer in charge, District Police Chief Pathanamthitta or his authorized representative for necessary action/record, whenever asked for. All calls/complaints along with their status shall be registered and recorded in Log Book. The CAMC



vendor shall also provide hard copies weekly and monthly reports on pending and closed complaints to the officer in charge of the District Police Chief Pathanamthitta.

13. The firm is responsible for maintaining the equipment and the systems by fulfilling the terms and conditions of the software and hardware licenses whenever applicable.
14. Any features existing in the system which are not activated (Example: X-Ray Monitor, X-Ray Generator, Minesweeper's tuning, NLJD display and turnings, Battery adapter compliant, setting problems etc.) will be activated by the firm's technician whenever it is requested.
15. During the period of maintenance contract, Kerala Police may add or modify certain equipment from the CAMC contract. The firm shall have no objection to such addition/reduction carried out by Kerala Police through a third party and will continue to maintain the original equipment covered under the scope of this AMC as per the same terms and conditions. Officer in charge Kerala Police will intimate him in advance of such modifications.
16. An inspection should be conducted by the Police department after completing the maintenance by the firm.
17. In case of premature termination of the contract by the Kerala Police for any reason attributed to the firm. Kerala Police will issue one month's advance notice to the firm to this effect.
18. If necessary, for any reason whatsoever, Kerala Police may extend the CAMC contract for a period of three months beyond the date of expiry of this AMC. In this case, it shall be binding upon the firm to continue the CAMC for an extended period of three months at the same accepted rates of this AMC. Kerala Police will intimate the firm regarding such extension at least 15 days in advance.
19. During the contract period, the firm's technician will carry out preventive maintenance of all the systems at regular intervals. He shall also attend to any break down complaint as and when required. And also ensure that a technician be present at Sabarimala during the season and when the Thirunada opens for monthly poojas.
20. Any person under this contract, whose work or conduct is found unsatisfactory by the officer in charge, District Police Chief

Pathanamthitta shall be replaced immediately at no additional cost.

21. The firm shall, at their sole cost and expenses, furnish and provide for rendering services covered by this contract entire satisfaction of the Kerala Police.
22. Necessary safety measures shall be taken care of the firm for the on-duty personnel engaged by him. Kerala Police Shall not be held responsible for any such accident arising from compromising safety measures/ negligence.
23. If the services rendered by the firm are not up to the standard as detailed under scope of work, the same shall be brought to the notice of the firm with a view to improve the same in a stipulated period else shall take necessary action as per the provisions of contract.
24. All existing statutory regulations both State and Central Government shall be adhered to and complied with by the service provider.

25. MANPOWER

- a) The firm shall provide technical as well as manpower support during all Mandala-Makaravilakku season, monthly pooja days and all other occasions in which Sabarimala temple remains opens for devotees.
- b) Trained technicians who are conversant with the operations. In addition to this, the firm should provide manpower to attend any number of complaints in 24 hour basis during the periods mentioned in the contract when the temple remains open for devotees. In case of a major breakdown, additional technical personal may be deputed to this site. If necessary to assist the resident technician in rectifying the fault in the shortest possible time.
- c) The firm has to submit the detailed list of staff with their skill at the time of commencement of contract and as and when changes are there in the deployment.
- d) The firm has to ensure that the services are not disturbed after due to absenteeism or due to the willful act of the staff.

## **26. PAYMENT TERMS**

- a) No advance shall be paid for any activity.
- b) Payment will be paid to the firm on a quarterly basis at the end of every quarter after successful completion of service and after submitting the work done statement for each month and the quarterly AMC invoice raised by the firm for the service rendered for each quarter period.
- c) Penalty, if any will be deducted as per the conditions described below.

## **27. PENALTY for DEFICIENCY OF SERVICES**

1	Complete system failure for more than 2 hours	10% of the per day CAMC cost, for the number of days of un serviceability shall be deducted from the running bill of each quarter
2	For partial failure of the system i.e device failure like cameras, encoders, Power adapters, computer failure, hard disk failure, stand-by equipment failure not provided etc.	0.5% of the CAMC cost per day per failed device/function beyond three days shall be deducted from the running bill of each quarter.
3	If preventive maintenance not carried out as mentioned above.	Rs.10,000/- will be deducted from the running bill of each quarter
4	Non availability of service technicians at site.	Rs.500/- per day for the period of absence will be deducted from the running bill of each quarter.

28. If any stage, the firm fails to provide satisfactory service or unforeseen damages, Kerala Police should terminate the contract without any notice or compensation. Further any damages to the installation due to the firm's negligence shall be rectified by Kerala Police at the firm's risk and cost.

29. Subcontracting of CAMC work to other vendors in any form/manner is strictly prohibited. At any point of time, if it is observed that the contract is subcontracted, the contract shall be liable to be terminated and performance bank guarantee shall be forfeited.

**ANNEXURE-1**  
**LIST OF EQUIPMENT**

<b>SI No.</b>	<b>Name of equipment</b>	<b>Quantity</b>	<b>Model</b>	<b>Locations</b>
1	Door Frame Metal Detector (DFMD)	28	Garret DD 6500i	Sannidhanam & Pampa
2	Mine Sweeper (DSMD)	10	Garret- Recon pro AML-1000	Pathanamthitta
3	Non Linear Junction Detector (NLJD)	3	ORION-900	Pathanamthitta
4	X-Ray Baggage Scanner	4	ECIL-RAPISCAN (1 Nos.) VEHANTH KRITISCAN (3 Nos.)	Sannidhanam & Pampa
5	Handheld Metal Detector (HHMD)	35	Garret- PRO- POINTER	Sannidhanam & Pampa
6	Search Light	10	ASKA	Sannidhanam & Pampa