

QUOTATION CALL NOTICE

Sealed quotations are hereby invited from reputed and experienced firms/authorized service providers for undertaking the **Annual Maintenance Contract (AMC)** of the installed **CCTV Surveillance System** at **District Headquarters Hospital (DHH), Balangir.**

1. Scope of Work

The AMC shall include preventive and corrective maintenance of the entire CCTV system installed within the hospital premises, covering:

- All CCTV cameras (indoor and outdoor)
- DVR/NVR systems and display units
- Power supply units, cables, and connectors
- Network accessories and control units

The service provider shall ensure round-the-clock functionality of the CCTV system and attend to any reported breakdown within **24 hours**.

2. Eligibility Criteria

Interested firms/agencies must meet the following requirements:

1. The firm must be a registered entity with a valid **GST Registration** and **PAN**.
2. The firm must have a minimum of **two (2) years' experience** in installation and/or maintenance of CCTV systems in Government or reputed organizations.
3. Copies of at least two **work orders or completion certificates** must be submitted as proof of experience.
4. The firm must have a **local service unit or representative** available in Balangir for prompt technical support.

3. Cost of Tender and Security Deposit

1. Each quotation must be accompanied by a **Tender Cost Fee of ₹2,000/- (Rupees Two Thousand only)** in the form of a **Demand Draft** drawn in favour of the **DMO(MS)-cum-Superintendent, DHH, Balangir**, payable at Balangir (non-refundable).
2. The successful bidder shall have to deposit a **Performance Security of ₹10,000/- (Rupees Ten Thousand only)** in shape of Demand Draft/Bank Guarantee at the time of agreement.
3. The **Performance Security** will be **forfeited** in case of breach of any terms and conditions of the contract or failure to provide satisfactory service during the AMC period.

4. Documents to be Submitted

Each quotation must be accompanied by self-attested copies of the following documents:

- Firm Registration Certificate
- GST Registration Certificate and PAN
- Work experience certificates/work orders
- Undertaking regarding after-sales service and replacement guarantee
- Financial Bid in the prescribed format (Annexure-I)


District Medical Officer (Medical Services)-Cum-
Superintendent, D.H.H., Balangir
Health & FW Deptt., Odisha

OFFICE THE DISTRICT MEDICAL OFFICER (MEDICAL SERVICES)-cum-
SUPERINTENDENT, DHH, BALANGIR , E-mail: admomedicalhospital@gmail.com.

5. Submission of Quotation

Sealed quotations superscribed as “**QUOTATION FOR AMC OF CCTV SYSTEM – DHH BALANGIR**” should reach the office of the DMO(MS)-cum-Superintendent, DHH, Balangir by **dt.26.11.2025 up to 5:00 PM**, either by Registered Post/Speed Post or by courier. Quotations received after the due date and time will not be considered.

6. Opening of Quotations

The quotations will be opened on **27.11.2025 at 11:30 AM** in the conference Hall of Administrative building, DHH Balangir in presence of the bidders or their authorized representatives who wish to attend.

7. Terms and Conditions

1. The AMC shall be valid for **one year**, extendable on satisfactory performance.
2. Payment will be released **quarterly** after verification of satisfactory service reports.
3. The firm shall replace/repair any defective equipment or parts (other than major hardware) free of cost during the AMC period.
4. The firm must maintain a complaint register and provide a contact person for emergency service calls.
5. Any breach of terms and conditions shall lead to **forfeiture of the performance security deposit** and cancellation of the contract.
6. The undersigned reserves the right to **accept or reject any or all quotations** without assigning any reason thereof.

8. Contact Details

For clarification or site inspection, interested bidders may contact the office of the DMO(MS)-cum-Superintendent, DHH, Balangir during office hours.

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District Medical Officer (Medical Services)-Cum-
Superintendent, D.H.H., Balangir
Health & FW Deptt. (Odisha)

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Annexure-I

FINANCIAL BID FORMAT

(To be submitted in firm's letterhead and placed in a separate sealed envelope marked
"FINANCIAL BID")

Sl. No.	Description of Work	Quantity/Scope	Unit Rate (₹)	Total Amount (₹)	Remarks
1	Annual Maintenance Contract (AMC) for installed CCTV System including cameras, DVR/NVR, monitors, power supply units, cabling & accessories, etc.	Lump sum (as per existing installation at DHH Balangir)			
Total (in figures)				₹ _____	
Total (in words)				Rupees _____ only	

Note:

1. The quoted rate should be **inclusive of all taxes, duties, and service charges.**
2. No extra cost will be paid for replacement of minor parts, service visits, or transportation.
3. The firm shall ensure availability of technical personnel on call within 24 hours of complaint registration.

Signature of Authorized Representative

Name: _____
Designation: _____
Name of Firm: _____
Address: _____
Contact No.: _____
Email ID: _____
Seal & Date: _____