



**icmr**  
INDIAN COUNCIL OF  
MEDICAL RESEARCH  
Serving the nation since 1911

**NIV**  
NATIONAL INSTITUTE  
OF VIROLOGY

आई सी एम आर - राष्ट्रीय विषाणु विज्ञान संस्थान

भारतीय आयुर्विज्ञान अनुसंधान परिषद  
स्वास्थ्य अनुसंधान विभाग  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार

**ICMR - NATIONAL INSTITUTE OF VIROLOGY**

Indian Council of Medical Research  
Department of Health Research  
Ministry of Health & Family Welfare, Govt. of India

20 - ए. डा. आंबेडकर मार्ग, पोस्ट बॉक्स संख्या 11, पुणे - 411 001, भारत. 20-A. Dr. Ambedkar Road, Post Box No. 11, Pune 411 001, India.  
Tel. : NIV Camp +91-020-26127301, 26006290, Fax : 26122669, 26126643 / NIV Pashan +91-020-26006390 Fax : No. 25871895 / 25870640  
E-mail : director.niv@icmr.gov.in Website : www.niv.co.in

Dt.12<sup>th</sup> July,2023

### QUOTATION ENQUIRY

Sealed quotations are invited on behalf of the Director, ICMR – National Institute of Virology, Pune for “Annual Maintenance Contract (AMC) for CCTV Systems” installed at the ICMR-NIV, Pune. Interested vendors should submit their quotation along with their company/personal profile and details given below:

Description of the Item required for AMC	Quantity	Contract Period
CCTV Systems (Make – Hikvision)	20 nos.	1 Year ( See point no. 7, page-2)

The quotation super scribed as “Quotation for Annual Maintenance Contract of CCTV Systems” addressed to the Director, ICMR-National Institute of Virology, 20-A, Dr.Ambedkar Road, P.B.No.11, Pune-411001, should be dropped at the Stores Department at NIV Pune or sent through Speed post/Courier by 19<sup>th</sup> July, 2023 till 5.00 p.m.

### Scope of Work

- I. Minimum Number of preventive visits during AMC: 6 preventive visits & all breakdown calls.
- II. The Contractor shall provide technical support (technical & helper) for managing all systems and carrying out the necessary preventive and corrective maintenance, including analysis, trouble shooting, and knowledge transfer/guidance for local staff to manage all systems and equipment stipulated in this scope.
- III. The contractor shall conduct Quarterly inspection and ensure that all equipment, systems and other components are in good working condition. A comprehensive test shall be conducted and a detailed report shall be submitted to ICMR-NIV.
- IV. The contractor shall respond to any corrective maintenance requirement immediately upon receiving the maintenance call, within 24 hours of registering the call, and submit a report detailing the nature of trouble, cause and solution provided with the current status of the system.
- V. The contractor or his duly authorized representative and technical staff shall be available at all times, including weekends and holidays (24x7x365) as and when required by the ICMR-NIV to ensure expeditious resolution of problems.
- VI. Maintenance service include preventive and corrective maintenance of all CCTV cameras, Software, NVR, Network Switch, Power Supply, Hard Disc, TV Monitor, CAT 6 armored cabling etc. including all. This will also include periodic cleaning, testing and calibration of relevant equipment or its components.
- VII. The contractor may submit the price list of each spares required for maintenance separately.

**Apart from the above mentioned routine maintenance and validation, the company should attend breakdown calls within 24 hrs or maximum 48 hrs.**





**icmr**  
INDIAN COUNCIL OF  
MEDICAL RESEARCH  
Serving the nation since 1911

**NIV**  
NATIONAL INSTITUTE  
OF VIROLOGY

आई सी एम आर - राष्ट्रीय विषाणु विज्ञान संस्थान

भारतीय आयुर्विज्ञान अनुसंधान परिषद  
स्वास्थ्य अनुसंधान विभाग  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार

**ICMR - NATIONAL INSTITUTE OF VIROLOGY**

Indian Council of Medical Research  
Department of Health Research  
Ministry of Health & Family Welfare, Govt. of India


20 - ए. डा. आंबेडकर मार्ग, पोस्ट बॉक्स संख्या 11, पुणे - 411 001, भारत. 20-A. Dr. Ambedkar Road, Post Box No. 11, Pune 411 001, India.  
Tel. : NIV Camp +91-020-26127301, 26006290, Fax : 26122669, 26126643 / NIV Pashan +91-020-26006390 Fax : No. 25871895 / 25870640  
E-mail : director.niv@icmr.gov.in Website : www.niv.co.in

---2---

**Terms & Conditions :**

- 1) This is an enquiry and must not be treated as an order.
- 2) The Preventive Maintenance service has to be done only during the office hours i.e., 9:00 am to 05:30pm on working days. ICMR-NIV may permit servicing on closed holidays or out of office hours as per requirement.
- 3) No advance payments will be made. The payment will be on half yearly basis i.e. in two installments upon rendering the services and on receipt of satisfactory report from the end users.
- 4) No extra payment will be made on account of transportation, handling, loading, unloading, labour charges etc.
- 5) While submitting the quotations, the rate against each work and net amount to be paid, GST etc. should be specified separately.
- 6) In case any discrepancy/breach in a service contract is noticed during the period of AMC, the loss will be ascertained and is liable to recover and the AMC can be terminated immediately.
- 7) The period of AMC shall be initially for one year. Further extendable for another year, depending upon the life of equipment, satisfactory performance of vendor & requirement of the institute. During the extended period there shall be no upward revision in the cost & all other terms & conditions shall remain the same. The decision on extension will be as per the approval of the competent Authority.
- 8) AMC can be terminated on both sides by serving a notice of one month.

Yours faithfully,

  
Administrative Officer

**विश्व स्वास्थ्य संघटन**

उभरते वायरल संक्रमणों का सहयोग केन्द्र  
राष्ट्रीय शीतज्वर केन्द्र  
पोलिओ, खसरा एवं रुबेला के लिए रेफरल प्रयोगशाला



**WORLD HEALTH ORGANIZATION**

Collaborating Centre for Emerging Viral Infections  
National Influenza Centre  
Referral Lab for Polio, Measles and Rubella