

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

**TENDER DOCUMENT**

**FOR**

**Annual Contract for providing services for monitoring of CCTV cameras at IGIDR**

NIT No. IGIDR/Tender/2024/ED/19 Date: 11.10.2024

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

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

Telephone: 022 6909 6200/502/9920153014. Fax: 022 6909 6399.

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI**

**Notice Inviting Tender**

“NAME OF THE WORK: “Annual Contract for providing services for monitoring of CCTV cameras at IGIDR” at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065.”

1. IGIDR invites bids from vendors/contractors of repute for the following work:

<b>Name of work</b>	<b>Estimated Contract Value (Rs.)</b>	<b>EMD (Rs.)</b>	<b>Period of Contract</b>
(1)	(2)	(3)	(4)
<b>Annual Contract for providing services for monitoring of CCTV cameras at IGIDR</b>	<b>13,63,000.00 (With GST) per Annum</b>	<b>Rs.27,500.00</b>	<b>1 Year (Extendable for a further two years)</b>

The tenders are being invited for the above-mentioned work. IGIDR MUMBAI reserves its right to award the work to the successful bidder.

2. Bidder has to deposit Earnest Money of **Rs. 27, 500.00** (Rupees Twenty-Seven Thousand Five Hundred only) along with the bid.
3. The tender bids in two bid systems are invited through two separate Emails to [tender@igidr.ac.in](mailto:tender@igidr.ac.in): “**Email-1: EMD and Pre-qualification/Technical Bid**” and “**Email-2: Financial bid**”. The subject of the email should be mentioned as “**Email-1: EMD and Pre-qualification/Technical Bid for Annual Contract for providing services for monitoring of CCTV cameras at IGIDR**” and “**Email-2: Financial bid for Annual Contract for providing services for monitoring of CCTV cameras at IGIDR**” respectively. **All the bid documents should be attached as a PDF document or zip file, and the financial bid file should be protected with a password.**
4. Last date of submission of the Tender document shall be up to **02.11.2024, the end of the day.**
5. The institute reserves the right to reject any prospective application without assigning any reasons whatsoever.
6. Before quoting the rates, the bidders should inspect the site and understand the nature and scope of the work.

REGISTRAR

**SECTION 'A'**  
**Letter of Offer**

Date \_\_\_\_\_

To,  
The Registrar,  
Indira Gandhi Institute of Development Research,  
Gen. A.K. Vaidya Marg, Film city Road,  
Goregaon (East), Mumbai- 400065.

Subject: Tender for Annual Contract for providing services for monitoring of CCTV cameras at IGIDR

Reference: Tender Advertisement No. IGIDR/Tender/2024/ED/19 Dated 11.10.2024

Dear Sir,

With respect to your above-mentioned tender, I / We hereby submit my / our tender in the required format along with Company Profiles and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited Rupees Twenty-Seven Thousand Five Hundred only through **NEFT/DD/FDR/BG** or MSME exemption Certificate as earnest money to the IGIDR, which will not bear any interest. Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed, and I / We accept the same without any alterations/modifications.

Yours faithfully,

**Signature**

Name & seal of the bidder

*\*To be submitted on company / firm letterhead.*

**SECTION ‘B’**  
**GENERAL INSTRUCTIONS TO BIDDERS**

Tender bids through email should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.

1. Bidder has to deposit Earnest Money of **Rs.27, 500.00** (Rupees Twenty-Seven Thousand Five Hundred only) through NEFT/DD/FDR/BG to “INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI” Account No. 010220100010001, IFSC code: BKID0000102, Branch name: IGIDR, Bank Name: Bank of India and UTR number with screenshot of transaction should be included in the part of tender document towards Earnest money.
2. **The bidders registered under MSME are exempted from submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.**
3. The tender bids in two bid systems are invited through two separate Emails to [tender@igidr.ac.in](mailto:tender@igidr.ac.in). **“Email-1: EMD and Pre-qualification/Technical Bid” and “Email-2: Financial bid”**. The subject of the email should be mentioned as **“Email-1: EMD and Pre-qualification/Technical Bid for Annual Contract for providing services for monitoring of CCTV cameras at IGIDR and “Email-2: Financial bid for Annual Contract for providing services for monitoring of CCTV cameras at IGIDR” respectively. All the bid documents should be attached as a PDF document or zip file. In case the bidder cannot attach a single bid file to an email then they can split their bid and submit in multiple emails with mentioning in the email as Part-I, II, III...., etc.**
4. All the required documents should be scanned and merged either into a single PDF file or zipped into a single and attached to the respective emails. **The Financial bid should be attached as a PDF document protected with a password and the password to be shared at the time of the financial bid opening through an online meeting. The vendor should keep their password securely with them and be required to give it only when asked in an online meeting for financial bid opening.**
5. The bids will be received up to **02.11.2024, at the end of the day**. Each copy of the tender document is under their stamp and signature. No tender will be accepted after 02.11.2024 under any circumstances whatsoever.
6. The Email bid with the subject “EMD & Pre-qualification/Technical Bid for Annual Contract for providing services for monitoring of CCTV cameras at IGIDR” shall be opened by the Tender Opening Committee on the next working day **04.11.2024 at 03:00 PM**. Through online meeting platforms. The link to the meeting will be shared with participating bidders. In case, a holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time.
7. The Email bid with the subject “Financial bid for Annual Contract for providing services for monitoring of CCTV cameras at IGIDR” of only qualified bidders will be opened. The date of opening of the price bid shall be informed by institute to the qualified bidders. The date of opening of the financial bid and link for an online meeting shall be informed by the institute to the qualified bidders. **The bidders should provide the password of the financial bid PDF file during the opening of the financial bid. In case bidder can NOT provide password for financial bid at the opening then their bid shall be rejected.**

- 8.** The tender bid shall remain valid for acceptance by the Institute for a period of Three months from the date of opening of the bid, which period may be extended by mutual agreement, and the bidder shall not cancel or withdraw the tender during this period.
- 9.** The bidder must use only the tender forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the tender form made by the bidder shall not be valid and shall be treated as null and void.
- 10.** The tender form must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Institute at its discretion.
- 11.** Rates should be quoted both in figures and in words in the columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever, especially on any change in rate specifications after the opening of the tender, will be entertained.
- 12.** Each Page of the Tender document should be stamped and signed by the authorized person or persons submitting the Tender in token of his/their having acquainted himself/themselves with the General Conditions of the contract. General specifications, Special Conditions, etc., as laid down. Any tender with any of the documents not so signed will be rejected.
- 13.** A tender that is not accompanied by EMD will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the institute but without interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for the execution and fulfillment of the contract. No interest shall be paid on this deposit. The EMD of the successful bidder may be converted into a Performance Security Deposit. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the conditions of the contract. No interest will be paid on Security Deposit withheld by the institute.
- 14.** A tender incomplete in any form will be rejected outright; conditional offers will not be accepted.
- 15.** Institute does not bind itself to accept the lowest or any bid and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
- 16.** The institute reserves the right to divide the work mentioned in the tender amongst two or more bidders at its discretion, and the successful bidders will have to execute orders for part of the items placed with them at the quoted rates. The Institute 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.
- 17.** On receipt of intimation from the IGIDR of the acceptance of his/their tender, 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, and the Schedule of Conditions but the written acceptance by Indira Gandhi Institute of Development Research and the Contractor so, 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.
- 18.** No bidder will be allowed to withdraw after submission of the tender: otherwise, the EMD submitted by the bidder would stand forfeited. In case the successful bidder declines the offer of contract (or refuses to

acknowledge or execute the contract within 15 days of award of order), for whatever reasons, their EMD will be forfeited.

19. The rates quoted in the bid shall include all charges like PF, ESIC, Reliever charges, Management fees, Uniforms, shoes, etc. The rates shall also be firm and shall not be subject to exchange variations, labour conditions, or any conditions whatsoever. Bid 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.
20. The payment towards bonus and any leave encashment to the workers shall be paid extra at actual as per minimum wage act.
21. The successful should provide two sets of uniform and shoes every year to the staff in the first month of contract. In case the institute provides the uniforms and/or shoes to staff, the same amount shall be recovered from the bill of the successful bidder.
22. **The intending bidder can obtain any clarifications regarding the tender document, scope of work, etc. if any, by contacting Mr. Amit Gaikwad (Estate Officer) by email at [estateofficer@igidr.ac.in](mailto:estateofficer@igidr.ac.in) or telephone at 022 6909 6507 or from the Estate Department of the Indira Gandhi Institute of Development Research, Goregaon, Mumbai-400 065 on any Institute`s working day from Monday to Friday.**

I/We hereby declare that I/we have read and understood the above instructions, and the same will remain binding upon me/us.

Place:

Signature of the Bidder with seal

Date:

**SECTION 'C'**  
**SPECIAL CONDITIONS**

1. The workmen will not be allowed to stay within the Institute premises.
2. Permission if any, required from the local bodies shall be obtained by the successful bidder at his cost.
3. The Successful Bidder shall offer employment to the existing staff (hereinafter referred to as “the existing Workers”) currently carrying out the CCTV monitoring work as contemplated by the present contractor. If the said workers accept the offer for employment, the Successful Bidder shall absorb the said staff/workers into their organization and deploy them for the purposes of the present Tender. All obligations towards their employment shall be borne by the Successful Bidder.
4. The successful bidder shall employ the adequate number of persons (inclusive of the existing workers as mentioned in clause 3 above) as agreed to by the Institute for satisfactory fulfillment of his contractual obligations as per this Agreement and shall provide the adequate number of persons with appropriate training and experience, at its own expense, for the proper discharge of the responsibilities entrusted to them.
5. The successful bidder shall decide the mode and manner of work to be done by his workmen.
6. The successful bidder shall comply with the labour acts or any other Labour Laws in force from time to time for all of the workers employed by him, including the existing workers.
7. In case the successful bidder 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.
8. The successful bidder shall execute the necessary agreement with the Institute within 07 days of issuance of the work order/declaration as the Successful Bidder, whichever is earlier.
9. The successful bidder shall use only approved brand materials if any are required.
10. The work has to be carried out with the least inconvenience to the staff.
11. The successful bidder has to obtain permission from the local authorities as per the existing local bylaws for such works, and the charges/fees, if any, have to be borne and paid by the contractor.
12. The successful bidder should have a valid labour license from Labour Commissioner wherever the number of laborers' engaged is 50 or more.

13. The successful bidder 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 upon producing the photo pass issued by the Institute.
14. The successful bidder may explore the possibility of absorbing the workers from the current contractor on his roll after following due compliance, procedures, and rules.
15. The successful bidder has to line up 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. Any workers absorbed from the existing workmen are deemed to be selected candidates.
16. The successful bidder has to transfer the payment of wages to his labour/staff to their respective bank account only before the 07<sup>th</sup> day of every month. The contractor shall attach a copy of the bank statement for salary transfer to his labours/staff, a copy of ESIC, PF challan, ECR statement, PT challan, GST challan, GSTR-1 Screenshot, etc. to be furnished along with the next month's bill.
17. Any damage caused to any of the Institute's properties shall be made good by the contractor at their own cost.
18. The successful bidder shall carry out the work strictly in accordance with the specification details and instructions of the Institutes In Charge.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature of the Bidder with seal

Date:



**SECTION 'D'**  
**TERMS AND CONDITIONS**

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions that shall form part of the Formal Contract to be executed with the Institute.

1. The successful bidders 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.
2. In all matters of dispute arising on the work, the matter shall be referred to **The Registrar, Indira Gandhi Institute of Development Research, Goregaon** for a decision.
3. In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai, and any award, whether interim or final, shall be made and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive, and binding upon the Successful Bidder and the Institute.

**4. Insurance Clause:**

The Contractor shall be responsible for all injury to persons, 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-contractors employees, whether such injury or damage arises from carelessness, accident or any other case whatever in any way connected with the carrying out of the contract.

**5. Performance Security Deposit:**

The successful bidder will have to deposit a Performance Security Deposit (PSD) @ **5%** of the total value of the contract amount for one year, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft/Fixed Deposit Receipt or Bank Guarantee from a commercial bank drawn in favour of “The Registrar, Indira Gandhi Institute of Development Research, Mumbai” payable at

Mumbai. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the service provider. In case the successful bidder submitted the MSME certificate instead of EMD, need to deposit the PSD amount. This deposit shall be forfeited in case the contractor, fails to discharge its duties/commitments or whose contract is terminated prematurely.

**6. Payment Terms:**

Payment shall be made to the contractor after successful completion of a month within 10 days of submission of the certified invoice along with supporting documents.

**7. Tenure of Contract:**

Initially, the contract period shall be for **one year** from the date of issuance of the work order; however, it can be extended for a further two years based on the review of the performance of the successful bidder yearly on the same rates (except revision of wages as per minimum wages act), terms & conditions.

**8. The contractor should submit the following documents within 7 days of issuance of the work order.**

- a. Workmen Compensation Policy for all the employees/workers to be deputed on the site as per the Workmen Compensation Act, which should also cover hospitalization. This policy will be additional to the ESIC and the amount paid towards the Workmen Compensation Policy will be reimbursed by the Institute after submission of the Policy document and payment receipt.
- b. Contract agreement of Rs.500/- stamp paper duly notarized (Draft enclosed along with Tender).
- c. Police verification and medical of the personnel/ labors to be engaged and deployed on-site.
- d. Documents of labor engaged mentioning their bio-data and Xerox of Aadhar & PAN Card along with One Photograph etc.

**9. 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.

**10. Termination Clause:**

10.1. Without prejudice to any other remedy available to the Institute, in case of default on the part of the contractor in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the contractor commits substantial breach of his obligations and such breach is not corrected within 15 (fifteen) days from the date of receipt of the notice specifying the breach, by the

contractor, the Institute may terminate this contract by giving a 30(thirty) days written notice of intended termination to the contractor.

- 10.2. In the event of this Contract being terminated, the Institute shall be liable to make payments of the amount due under this Contract up to the effective date of termination for which services (including parts thereof) have been rendered by the Contractor subject to clause 10.5 hereunder.
- 10.3. Notwithstanding anything contained herein above, the Institute may terminate this contract at any time by giving one month's notice to the Contractor without assigning any reason thereof and without prejudice to the rights of the Institute to recover any money becoming due and payable to the Institute under this Contract. The Contractor may terminate this Contract at any time by giving two months' notice to the Institute without assigning any reason thereof.
- 10.4. Forthwith, on the expiry or earlier termination of this Contract, the Contractor shall return to the Institute all materials and equipment belonging to the Institute with regard to this Contract. The Institute shall also intimate to the Contractor a time when it can collect its equipment stored in the Institute and the Contractor shall collect the same. In the event that the Contractor does not collect its equipment by the appointed time, the Institute shall not be liable for the same thereafter.
- 10.5. Forthwith, on the expiry or earlier termination of this Contract, the Institute shall determine the costs of execution, the cost of remedying any defects (if any), and the cost of completion of the work (if required). The Institute shall be entitled to recover from the Contractor the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Contractor.
- 10.6. On the earlier termination of this Contract due to failure to discharge its duties, the Performance Security Deposit shall stand forfeited by the Institute.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:  
Date:

Signature of the Bidder with seal

**SECTION 'E'**  
**QUALIFICATION CRITERIA**

- **Minimum Qualification Documents to be submitted by Bidder along with qualification Bid:**
  - a) The bidder should be registered with the appropriate registration authorities. Copy of Registration in Shop & Establishment or Certificate of Incorporation and Affidavit/Partnership Deed in case of Firm to be submitted.
  - b) Copy of Registration of Provident fund and ESIC
  - c) Copy of Registration of Goods & Service Tax and PAN
  - d) Copy of Registration of Labour License if applicable
  - e) The bidder should have an average annual turnover of **Rs. 25.00 Lakh** for similar services only during the last three consecutive financial years. The bidder should submit the audited balance sheets, Profit & Loss account statements, or CA certificate for the turnover amount of the last three financial years (FY2021-22, FY2022-23, and FY2023-24) duly certified by CA.
  - f) The bidder should have experience in the successful completion of annual contracts for providing manpower services during the last **07** years ending till last month in various organizations either of the following-
    - i) At least 01 similar work costing not less than **Rupees 10,90,400.00 or**
    - ii) At least 02 similar works costing not less than **Rupees 6,81,500.00 or**
    - iii) At least 03 similar works costing not less than **Rupees 5,45,200.00****(Copy of Work orders/completion certificates to be submitted).**
  - g) Bidder should submit the details of two clients along with the name and contact of the representative.
  - h) Bidder may submit a letter or certificate of appreciation from the client if any.
  - i) The bidder should have either the Registered Office or a Branch Office located in the territory of MMRDA **(Should submit valid documentary address proof).**
  - j) The bidder should not be blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency (Submit Undertaking as per **Annexure-A**).

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose. All documentary proof must be listed on the letter pad of the company duly stamped and signed by the authorized person of the agency and attached as a PDF file to be submitted along with the qualification bid (Email-1).

- Information to be furnished by the bidder:

<b>Sr. No.</b>	<b>Item</b>	<b>Information to be filled by Bidder</b>
1	Name of the bidder	
2	Address	
3	Telephone Number: Office /Residence:  Mobile Number:  Fax No.  E-Mail Address-	
4	Details of Registration (number & date)	
5	Month and Year in which the firm/company was formed/ incorporated.	
6	Type of organization (Sole Proprietor, Partnership, Pvt. Ltd., Public Ltd., etc.)	
7	Enclose a copy of the partnership deed, Articles of Association or MOA, or Affidavit (in case of firm)	
8	Average Annual Turnover of Last Three Financial Year (attached audited balance sheets & profit & Loss account statements)	FY 2023-24:  FY 2022-23:  FY 2021-22:
9	Bank Account Details	Bank Name:  Account Number:  IFSC Code:

**SECTION 'F'**  
**TECHNICAL BID**

**Name of Work: Providing services of CCTV operators for monitoring of cameras at IGIDR**

**1. Schedule of Manpower Deputation:**

The contractor is supposed to depute three CCTV operators in 8-hour shifts around the clock in the institute, as mentioned below in the scope of work.

**Age of Candidate:** 25 to 40 years.

**Qualification:** 12<sup>th</sup> /HSC passed or completed Diploma with Computer literacy.

**Experience:** Minimum **three** years' experience as a CCTV operator or monitoring a system having at least 150 cameras.

**2. Scope of Work:**

- i. The contractor shall depute an appropriate number of staff (03 staff in 8 hrs. shifts and 01 reliever) to provide services of CCTV monitoring 24X7 at the IGIDR campus.
- ii. 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.
- iii. CCTV operator needs to be exceedingly observant with a high level of concentration and be able to divide their attention to monitor multiple occurrences taking place in a single setting. They will have a good understanding of body language to monitor crowds, intercept trouble before it occurs, and track specific people.
- iv. Monitor and ensure that all CCTV cameras are in operation and maintenance of associated equipment in the CCTV Control Room.
- v. Coordinate with the concerned department/ authorities as and when required.
- vi. Maintain Accurate records of data recordings and events using incident reporting software.
- vii. 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.
- viii. Most importantly, a CCTV operator must be quick thinking, using their initiative whilst reacting quickly and calmly during emergencies.

- ix. Must be able to understand the importance of codes of practice, operational procedures and guidelines in CCTV operations;
- x. Maintain and respect the security and sensitivity of the service.
- xi. To evaluate different types of incidents and how to deal with them.
- xii. To be able to discuss and demonstrate surveillance techniques.
- xiii. To understand and ensure health and safety in the CCTV environment.
- xiv. Throughout the 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.
- xv. He should maintain the log books for records of authorized access to CCTV footage.
- xvi. The CCTV operators should not be allowed to use mobile phones while on duty.

I/We hereby declare that I/we have read and understood the above scope of work and terms of services that form part of the formal contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature of the bidder with seal

Date:

**SECTION ‘G’**  
**Articles of Agreement**

**Agreement for Annual Maintenance Contract (AMC) providing services of CCTV operators for monitoring of cameras at IGIDR**

**THIS AGREEMENT made and executed at Mumbai on this .....day of ... Two Thousand Twenty Four (2024);**

**BETWEEN**

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH**, a Society established by the Reserve Bank of India and registered under the Societies Registration Act, 1860 and located at General Arun Kumar Vaidya Marg, Goregaon (E), Mumbai- 400065. Hereinafter referred to as “**IGIDR**” (which expression shall, unless it is repugnant to the context or meaning thereof, be deemed to mean and the trustee or trustees for the time being, the survivor or survivors of them and assigns) of the One Part;

**AND**

**M/S.....**, a sole proprietary concern of ..... and having an office at....., hereinafter referred to as “**the Contractor**” (which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include the heirs, successors, assignees, executors, and administrators) on the Other Part.

**WHEREAS** IGIDR was desirous of awarding the contract for AMC providing services of CCTV operators for monitoring of cameras at IGIDR situated at Gen. A.K. Vaidya Marg, Santosh Nagar, Goregaon (East), Mumbai 400065, issued a Tender for Annual Maintenance Contract for providing services of CCTV operators for monitoring of cameras at IGIDR bearing Ref No. NIT No.: ..... dated ..... (Hereinafter referred to as “**the Tender**”) inviting bids for procuring certain as stated therein.

**AND WHEREAS** after having studied the terms of the Tender and upon understanding the requirements of IGIDR, the Contractor submitted his quotation and financial bid on....., 2024, and based on the representations made by the Contractor, IGIDR issued its Work Order bearing Ref. No. W.O. No. .... dated....., 2024 to the contractor (hereinafter referred to as “**the Work Order**”).

**AND WHEREAS** the Parties have thought it expedient to put forth the terms and conditions in writing as hereinafter appearing

**Now, therefore, this agreement is as follows:**

**1. TERM**

This Agreement will be valid for a period of **one** year from ..... unless terminated as per the terms and conditions stated in this Agreement. If the performance of the Contractor is found satisfactory by IGIDR, this Agreement may be extended by IGIDR for a further period of 02 years on a yearly basis at



the same rates of fees as stated in the Work Order (except revision of wages as per minimum wage act) and on same terms and conditions as stated herein.

**2. PAYMENT TERMS AND PERFORMANCE SECURITY DEPOSIT:**

- 2.1 IGIDR shall pay to the Contractor an aggregate sum of Rs. .... (Rupees .....**only**) per month for the services rendered by the Contractor and upon submission of a certified invoice with supporting documents under this Agreement. The amount is inclusive of GST.
- 2.2 The Contractor shall raise an invoice on IGIDR, and IGIDR shall release the payment within 10 days of upon submission of the certified invoice with supporting documents. IGIDR shall make applicable deductions or withholdings of taxes as prescribed under the Income Tax Act, 1961, or other applicable laws out of the payments to the Contractor. TDS certificates shall be issued on a quarterly basis. Any dispute with an invoice shall be brought to the notice of the Contractor within 7 (seven) working days from the date of receipt of such invoice. Even in such cases where both IGIDR and the Contractor have acknowledged a dispute, IGIDR shall release payments pertaining to the undisputed portion of the invoice.
- 2.3 The Contractor has deposited with IGIDR a Performance Security Deposit (PSD) of Rs. .... (Rupees ..... Only) being @ 5% of the total value of the contract for one year.
- 2.4 The Performance Security Deposit shall remain valid for a period of a further 60 (sixty) days from the date of completion of all the contractual obligations of the Contractor. The Performance Security Deposit shall be forfeited by IGIDR in case the contractor fails to discharge his duties/commitments or if this Agreement is terminated prematurely.

**3. SCOPE OF THE CONTRACTOR’S WORK**

- 1 The contractor shall depute an appropriate number of staff (03 staff in 8 hrs. shift including a reliever) to provide services of CCTV monitoring 24X7 at the 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 need 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 in 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 equipment 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 a long period of time are 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 the 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 footage.
- 16 The CCTV operators should not be allowed to use mobile phones while on duty.

#### **4. CONTRACTOR'S COVENANTS AND RIGHTS**

##### **The Contractor covenants with IGIDR as under:**

- 4.1 The Contractor shall maintain a proper record/register for daily activities at IGIDR.
- 4.2 The Contractor shall offer employment to the existing workers currently carrying out the housekeeping work at the campus of IGIDR. If the said workers accept the offer for employment, the Contractor shall absorb the said workers into their organization and deploy them for the purposes of this Agreement. All obligations towards their employment shall be borne by the Contractor.
- 4.3 The Contractor shall employ an adequate number of persons (inclusive of the reliever) as agreed to by the IGIDR for satisfactory fulfillment of his contractual obligations as per this Agreement and shall provide an adequate number of persons with appropriate training and experience, at his own expense, for the proper discharge of the responsibilities entrusted to them.

- 4.4 The Contractor shall employ such number of skilled workers as agreed to by IGIDR for the satisfactory fulfillment of his contractual obligations. The workers shall adhere to the code of conduct of IGIDR.
- 4.5 The Contractor shall furnish to IGIDR in writing the names, age, residential addresses, qualifications, specimen signature or thumb impression, and photographs of all workers whom he proposes to employ for the purpose of this agreement before they are so employed and deployed to IGIDR.
- 4.6 The Contractor shall carry out the work as per the instructions issued by IGIDR authorities from time to time and submit the work schedule for their approval. In the event of any or all workers failing to attend the job, the appropriate amount shall be deducted from his Invoice.
- 4.7 It is specifically agreed that neither the Contractor nor any of the workmen engaged by the Contractor shall at any time claim any benefit of employment, a lien on employment, or permanency of employment with IGIDR by virtue of having worked as a contractor and his workmen having worked as his contract workmen as per this agreement.
- 4.8 The Contractor shall ensure that the employment of workers by the Contractor either by contract labour or otherwise shall be in accordance with the provisions of the relevant labor laws, and the Contractor shall discharge responsibilities as the employer as provided in the said labor laws. In particular, but not limited to, the Contractor shall pay to the contract workmen, wages not below the minimum wages as announced by the appropriate Government as may be applicable to the 22 different categories of workmen engaged by the contractor. The Contractor shall also be responsible for granting the workmen the statutory benefits as applicable to them under the provisions of the relevant labor laws, including but not limited to provident fund, gratuity, maternity leave, etc.
- 4.9 The Contractor shall be responsible for maintaining the records of all payments made by him to the workers employed for the purpose of this Agreement, whether towards salary or towards statutory payments, including but not limited to provident fund, minimum wage, gratuity, maternity leave, etc.
- 4.10 The Contractor shall furnish to IGIDR, upon the termination of this Agreement, a copy of the records maintained by the Contractor in respect of the payment of salary and statutory dues of the workmen employed for the purpose of fulfilling the scope of work under this Agreement shall be furnished to IGIDR upon the termination of this Agreement along with a certificate from the Contractor that the copies furnished are true and complete.
- 4.11 In case any of the workmen engaged by the Contractor meets with fatal accident or injury arising out of or in the course of their employment, then the Contractor shall be responsible for the payment of compensation as may be determined under the provisions of appropriate law
- 4.12 The Contractor shall take out necessary insurance cover at his cost, the premium amount of which will be reimbursed to the Contractor by IGIDR as per the norms followed.
- 4.13 The Contractor shall also be responsible for any structural and decorative damage to property which may arise from the operation or neglect of him or of any workers, whether such injury or damage arises from carelessness, accident, or any other case whatever in any way connected with the carrying out and performance of services under this Agreement.
- 4.14 The Contractor shall maintain up-to-date records required to be maintained under the provisions of the relevant labor laws, as well as any other act applicable to the workmen. The contractor shall also keep all such records in the premises of IGIDR at Goregaon (East) and produce them, on-demand, before any authorized officer of IGIDR or any authorized Government Officer for inspection.

- 4.15 The Contractor shall transfer salary to the employee in their respective bank account only before the 07<sup>th</sup> day of every month and ensure that the employee/worker should be holding the savings bank account and the same should be recorded.
- 4.16 The Contractor shall provide copies of ESIC Challan, EPF Challan, GST Challan, and the previous month's bank statement, indicating payment made to the laborers with the monthly bill, to IGIDR.
- 4.28 The Contractor shall provide copies of the Certificates showing details such as Name of employee, Bank Account No., ESIC No., PF No., Amount of salary paid, Amount of employee and employer contribution towards PF & ESIC to IGIDR with the Contractor's monthly bill.
- 4.17 The Contractor shall maintain records of all such payments made by him and produce the same to IGIDR on demand. The Contractor may take out necessary cover for the workmen's compensation policy at his cost, the premium amount of which will be reimbursed to the contractor as per the norms followed and provide the necessary proof to IGIDR.
- 4.18 The work carried out by the Contractor shall be carried out by the Contractor without causing any inconvenience to the staff of IGIDR.

## **5. IGIDR COVENANTS AND RIGHTS:**

### **IGIDR covenants with the Contractor as under:**

- 5.1 IGIDR shall pay the monthly fee mentioned as per Clause 2 of this Agreement within 10 days upon the Contractor providing the monthly bill for the services rendered under this Agreement.
- 5.2 IGIDR shall ensure that there is a storage area assigned for the Contractor to safely store materials and equipment.
- 5.3 IGIDR shall have the right to forbid the employment of any person whom it may consider undesirable. The workers engaged by him shall be under the general discipline of the authority and shall conform to such directions as may be issued by IGIDR in respect of points of entry or routes of entry to and from the premises and in respect of the use of toilet and wash basin/rooms.
- 5.4 IGIDR shall have the right to inspect all of the records maintained by the Contractor at his registered office/address or pertaining to the payments and compliance of the relevant labor laws as and when they desire prior to 24 hours intimation to the Contractor. IGIDR shall also have the right to inspect the said records after the term of this Agreement for any reason whatsoever prior to 24 hours intimation to the Contractor, and the Contractor shall not deny the same.
- 5.5 The Institute shall reimburse the Contractor for all payments made to his employees towards Gratuity upon production of proof of such payments. All proof of such payments shall be submitted along with the detailed invoice as per clause 2, "Payment Terms."

## **6. INDEMNITY**

- 6.1 The Contractor agrees to keep IGIDR indemnified against direct losses, damages, costs, expenses, penalties, payments, and liability whatsoever, including reasonable legal fees which IGIDR may suffer or incur directly as a result of rendering the Services to IGIDR under this Agreement.

6.2 The Contractor shall keep IGIDR indemnified in case any action is taken against IGIDR by any authorities on account of contravention of any of the provisions of any act or rules made there under, regulations, or notifications including amendments. If IGIDR is caused to pay or reimburse such amounts as may be necessary to cause or observe or for non-observance of the provisions stipulated in the notifications/bye-laws/acts/rules/regulations including amendments, if any, on the part of the Contractor, IGIDR shall have the right to deduct any money due to the Contractor. IGIDR shall also have the right to recover from the Contractor any sum required or estimated to be required for making good the loss or damage suffered by IGIDR.

## **7. TERMINATION**

7.1 It is agreed, without prejudice to any other remedy available to IGIDR, in case of default on the part of the Contractor in the performance of this Agreement or in the discharge of any contractual obligations arising out of this Agreement or if the Contractor commits substantial breach of his obligations and such breach is not corrected within 30 (thirty) days from the date of receipt of the notice specifying the breach, by the Contractor, IGIDR may terminate this Agreement by giving a 30 (thirty) days written notice of intended termination to the Contractor.

7.2 In the event of this Agreement being terminated, IGIDR shall be liable to make payments of the amount due under this Agreement up to the effective date of termination for which services (including parts thereof) have been rendered by the Contractor.

7.3 Notwithstanding anything contained herein above, IGIDR may terminate this Agreement at any time by giving 1 (one) month's notice to the Contractor without assigning any reason thereof and without prejudice to the rights of IGIDR to recover any money becoming due and payable to IGIDR under this Agreement. The Contractor may terminate this Agreement at any time by giving 2 (two) months' notice to IGIDR without assigning any reason thereof.

7.4 Forthwith, on the expiry or earlier termination of this Agreement, the Contractor shall return to IGIDR all materials and equipment belonging to IGIDR with regard to this Agreement.

7.5 Forthwith, on the expiry or earlier termination of this Contract, the IGIDR shall determine the costs of execution, the cost of remedying any defects (if any), and the cost of completion of the work (if required). IGIDR shall be entitled to recover from the Contractor the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Contractor.

7.6 On the earlier termination of this Agreement due to failure to discharge his duties, the Performance Security Deposit shall stand forfeited by IGIDR.

## **8. WAIVER**

No forbearance, indulgence or relaxations by any Party at any time to require performance of any provision of this Agreement shall in any way affect, diminish or prejudice the right of such party to require performance of that provision and any waiver by any party or any breach of any provisions of this Agreement shall not be construed as a waiver or an amendment of the provisions itself, or a waiver of any right under or arising out of this Agreement.

**9. ASSIGNMENT**

The Contractor shall not assign subcontract or otherwise transfer all or any of his rights and obligations under this Agreement without the prior written consent of IGIDR. In case of breach of these conditions, the IGIDR may serve a notice in writing on the Contractor rescinding this Agreement.

**10. SEVERABILITY**

If any clause of this Agreement is found to be unenforceable under the applicable law, then that clause shall be deemed to be deleted as if it never formed part of the Agreement as long as such unenforceability subsists. However, the parties shall, to the maximum extent possible, strive to achieve the commercial meaning of such deleted clause to the maximum extent possible under the applicable law.

**11. AMENDMENT**

This Agreement may be amended, modified, or supplemented only by a written instrument duly executed by a duly authorized representative of each of the parties.

**12. DISPUTE RESOLUTION**

- 12.1 In all matters of dispute arising on the work, the matter shall be referred to The Registrar, Indira Gandhi Institute of Development Research, Goregaon for a decision.
- 12.2 In the event that the Contractor disagrees or is not satisfied with the decision made by The Registrar, Indira Gandhi Institute of Development Research, Goregaon, the dispute shall be settled by Arbitration in accordance with the provisions of Arbitration and Conciliation Act, 1996, or any enactment thereof. The Arbitral Tribunal shall consist of a Sole Arbitrator to be appointed by IGIDR. The seat of Arbitration shall be Mumbai, and any award, whether interim or final, shall be made and shall be deemed for all purposes between the parties to be made in Mumbai. The Arbitration Proceedings shall be conducted in the English language and any Award or Awards shall be rendered in the English Language. The procedural law of the Arbitration shall be the Indian Law. The Award of the Arbitrator shall be final, conclusive, and binding upon the Contractor and IGIDR.

**13. GOVERNING LAW AND JURISDICTION**

The law governing this Agreement shall be the laws of India and the Courts of Mumbai shall have the exclusive jurisdiction and irrespective of the place of the cause of action and rights and liabilities of the Parties hereto.

**14. STAMP DUTY**

The Parties agree that stamp duty payable on this Agreement shall be borne and paid by the Contractor alone.

In witness whereof the parties have hereto set and subscribed their respective hands and seals the day, month and year first above written.

Signed, sealed, and delivered  
For and on behalf of IGIDR.

for and on behalf of  
M/s. -----

Name \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Designation \_\_\_\_\_

Counter-signed by:

In the presence of witnesses:

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

**ANNEXURE – A\***

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTERHEAD WITH REGARD TO BLACKLISTING / NON-DEBARMENT BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT**

To,  
The Registrar  
Indira Gandhi Institute of Development Research  
Film City Road, Santosh Nagar,  
Goregaon (East),  
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s \_\_\_\_\_

Authorized Signatory

Date:

*\*To be submitted on company/firm letterhead.*