बिड संख्या/Bid Number: GEM/2026/B/8266165

दिनांक /Dated: 14-11-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	05-12-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	06-12-2026 11:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Chhattisgarh
विभाग का नाम/Department Name	Commercial Tax And Excise Department Department Chhattisgarh
संगठन का नाम/Organisation Name	Chhattisgarh State Marketing Corporation Limited
कार्यालय का नाम/Office Name	Raipur
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :asstcomm.excise-cg@gov.in Buyer Email id: gm-csmcl@cg.gov.in
वस्तु श्रेणी /Item Category	Facility Management Services - LumpSum Based - AS PER TENDER; AS PER TENDER; Consumables to be provided by service provider (inclusive in contract cost)
अनुबंध अवधि /Contract Period	3 Year(s) 1 Day(s)
पिछले 3 वित्तीय वर्षों का बिडर का न्यूनतम औसत वार्षिक वित्तीय टर्नओवर/Minimum Average Annual Turnover of the bidder (For the last 3 Financial Years)	150 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	1 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	27300000
Payment Timelines	Payments shall be made to the Seller within **45** days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाईजरी बैंक/Advisory Bank	State Bank of India

ईएमडी राशि/EMD Amount	273000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	48

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :
Managing Director
CHHATTISGARH STATE MARKETING CORPORATION LIMITED, 4th Floor, Aabkari Bhawan, Labhandih, Raipur, C.G. (Managing Director, Csmcl, Raipur)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	No

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc.

This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

5. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

i. If number of technically qualified bidders are only 2 or 3.
ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Geographic Presence in states: As per ATC

Total experience in providing facility management services to government departments, public sector companies, and government autonomous organizations:: As per ATC

Details of the premise:1794629244.pdf

Scope of work:1794629250.pdf

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
23-11-2026 11:00:00	CSMCL MEETING HALL, 2ND FLOOR, AABKARI BHAWAN, LABHANDIH, RAIPUR, CHHATTISGARH

Facility Management Services - LumpSum Based - AS PER TENDER; AS PER TENDER; Consumables To Be Provided By Service Provider (inclusive In Contract Cost) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premises	AS PER TENDER
Type of services required	AS PER TENDER
Cost for Consumables/ Materials	Consumables to be provided by service provider (inclusive in contract cost)
Service component	CCTV Control & Operations , AS PER TENDER
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Yadunandan Rathore	492001,Abkari Bhawan, Chokranala Labhandih, Raipur, Chhattisgarh	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

   OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

3. **Forms of EMD and PBG**

   Bidders can also submit the EMD with Account Payee Demand Draft in favour of

   MANAGING DIRECTOR, CSMCL, RAIPUR
   payable at
   RAIPUR
   .
   Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

4. **Service & Support**

   AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

5. **Service & Support**

   Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

6. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

7. **Certificates**

   Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

CSMCL

CHHATTISGARH STATE MARKETING CORPORATION LIMITED (CSMCL)
RAIPUR, CHHATTISGARH

TENDER FOR

SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF CCTV SURVEILLANCE SYSTEM FOR RETAIL LIQUOR SHOPS OPERATED BY CSMCL ACROSS CHHATTISGARH

Tender No.: CSMCL/Tender/2026-27/12

Date: 13th November 2026

ISSUED BY

S/d
MANAGING DIRECTOR
Chhattisgarh State Marketing Corporation Limited
4th Floor, Aabkari Bhavan, Near Chokra Nala,
Labhandi, Raipur, Chhattisgarh – 492001

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1. Notice Inviting Tender

Chhattisgarh State Marketing Corporation Limited (CSMCL) invites online bids from eligible and technically qualified bidders for the supply, installation, configuration, testing, commissioning and comprehensive maintenance of CCTV surveillance systems at designated CSMCL-operated retail liquor shops across the State of Chhattisgarh.

S. No.	Particulars	Details
1	Tender Inviting Authority	Chhattisgarh State Marketing Corporation Limited (CSMCL)
2	Name of Work	Supply, Installation, Testing, Commissioning and Comprehensive Maintenance of CCTV Surveillance Systems, including buyback of Existing CCTV Equipment at CSMCL Retail Liquor Shops
3	Estimated Contract Value	₹ 2.73 Crore (Rupees Two Crore and Seventy-Three Lakhs)
4	Earnest Money Deposit (EMD)	1% of the estimated contract value of the Tender
5	Performance Bank Guarantee (PBG)	3% of the Total Contract Value
6	Contract Period	3 Years
7	Pre-Bid Meeting	As per GeM Bid Document

Note:

1. CSMCL reserves the right to amend, modify, postpone or cancel any scheduled activity without assigning any reason.
2. Bidders are advised to regularly visit the designated portal for updates, corrigenda, addenda and notifications.
3. Any bid submitted after the prescribed date and time shall be liable for rejection.
4. In case any scheduled activity falls on a public holiday, the activity shall be carried out on the next working day, or such other date as may be notified by CSMCL.
5. No request for extension of bid submission deadlines shall ordinarily be entertained unless specifically notified by CSMCL.

2. Introduction

2.1 Background

Chhattisgarh State Marketing Corporation Limited (CSMCL) operates and manages retail liquor shops across various districts of the State of Chhattisgarh. CCTV Surveillance Systems installed at these retail outlets play a critical role in ensuring security, regulatory compliance, monitoring of retail operations, safeguarding government assets, prevention of theft, and facilitating surveillance by Excise Department and other enforcement authorities.

To ensure uninterrupted functioning of the CCTV Surveillance Systems and maintenance of continuous recording and monitoring capabilities, CSMCL intends to engage experienced agencies for Supply, Installation, Testing, Commissioning and Comprehensive Maintenance of CCTV Surveillance Systems at CSMCL Retail Liquor Shops across approximately 718 retail liquor shops spread across 33 districts of the State.

2.2 Objective

The objective of this Tender is to strengthen the existing CCTV surveillance system across designated CSMCL retail liquor shops through the supply, installation, configuration, testing and commissioning of CCTV cameras, recording and storage equipment, network infrastructure, power and electrical components, cabling and all associated accessories. The system shall ensure continuous recording, effective monitoring, secure storage and reliable connectivity of CCTV feeds.

The Tender further aims to ensure sustained system availability and operational performance through comprehensive maintenance support, timely fault resolution and replacement of defective components. The CCTV system shall be ONVIF compliant and capable of integration with the Integrated Command & Control Centre (ICCC), thereby enabling centralised monitoring and strengthening surveillance, transparency and operational oversight across CSMCL retail outlets.

3. Eligibility Criteria

S. No.	Pre-Qualification Criteria	Documents Required
1	**Legal Entity of Bidder:** The Bidder shall be a Company, Partnership Firm, LLP or Proprietorship Firm legally registered in India and may participate as a System Integrator, CCTV Service Provider, OEM or Authorised Channel Partner, as applicable.	The bidder shall submit the requisite documents, as applicable, in accordance with the requirements specified in Annexure–1.
2	**OEM Presence in India** - CCTV OEM shall have been established in India for at least 10 years as on date of bid submission.	Bidder must submit OEM's Certificate of Incorporation/ Registration evidencing the OEM's presence in India. Submission as in **Annexure 1.**
3	**Local Presence**– The Bidder shall have maintained a registered office in Chhattisgarh for at least three (3) years as on the date of bid submission.	The Bidder shall submit copies of the GST Registration of Chhattisgarh state, Office Address Proof, and PAN Card along with the bid. Submission as in **Annexure 1.**
4	**Bidder/OEM Authorization** - Where bidder is not OEM, the bidder shall submit a valid authorization from the CCTV OEM for supply of offered CCTV equipment, associated spares and OEM support.	The Bidder must submit OEM Authorization Certificate also known as Manufacturer Authorization Form (MAF) issued and duly signed on the letterhead of the Original Equipment Manufacturer. Submission as in **Annexure 2.**
5	**Experience Criteria** - The Bidder must have successfully completed CCTV Surveillance System supply and/or installation works during the last ten (10) years, under at least one single Work Order/Contract having a value of not less than	The Bidder shall submit an Experience Certificate issued by the concerned Client/ Organisation, clearly indicating the nature and value of the work executed. Submission as in **Annexure 3**.

	₹2.00 Crore (Rupees Two Crore only).	
6	**Financial Capacity** – The bidder shall have an Average annual turnover of not less than the 1.50 Crore during the last three financial years (2023-24, 2024-25, 2025-26)	The bidder must submit a CA certificate with proper UDIN as a proof of Turnover along with audited balance sheet of the relevant financial years. Submission as in **Annexure 4.**
7	**Blacklisting Criteria** - The Bidder and the OEMs of the Cameras offered under the Bid shall not have been blacklisted, banned or debarred by any Government Department/ Agency or Public Sector Undertaking in India as on the date of bid submission.	The Bidder shall submit a duly notarised undertaking executed on Non-Judicial Stamp Paper, confirming compliance with the above requirement. Submission as in **Annexure 5.**
8	**ONVIF Compliance** - Camera OEM shall be a Full ONVIF Member and shall offer products that are ONVIF compliant and not be suspended/barred from the ONVIF Membership.	Valid ONVIF membership proof/status from the official ONVIF website, along with a duly signed undertaking by the Bidder confirming that the OEM is not suspended, barred or otherwise disqualified from ONVIF membership Submission as per **Annexure 6.**
9	**OEM Certifications** - The CCTV OEM shall possess valid ISO 9001:2015 and ISO/IEC 27001 certifications as on the date of bid submission.	Valid copies of the ISO 9001:2015 and ISO/IEC 27001 certificates issued by an accredited certification body. Submission as in **Annexure 6.**

Documents Required Other Than Those Mentioned in the Eligibility Criteria Table

S. No.	Document / Requirement	Supporting Document
1	**OEM Support Undertaking** – Availability of OEM spares and equivalent replacement equipment during the contract period.	OEM Support Undertaking on OEM letterhead. Submission as in **Annexure 2.**

2	**Make in India Compliance**	Valid Make in India Certificate/Declaration. Submission as in **Annexure 7.**
3	**Declaration Regarding Restricted Protocols** – Cameras and NVRs offered under the Bid shall not support or use GB28181/GB-T28181 or any other restricted protocol.	Duly signed declaration on bidder's letterhead. Submission as in **Annexure 6.**
4	**Compliance Certifications** – Camera OEM shall comply with GDPR, WEEE and recognised Cyber Security Standards.	Relevant certificates/ declarations issued by the OEM confirming compliance. Submission as in **Annexure 6.**
5	**Mandatory Undertaking** – unconditional acceptance of all terms, conditions and provisions of the tender document.	Undertaking as per prescribed format Submission as in **Annexure 8.**

4. Scope of Work

4.1 General Scope of Work

The scope of work shall cover survey of sites, supply, installation, testing, commissioning and comprehensive Annual Maintenance Contract (AMC) of CCTV Surveillance Systems at retail liquor shops of CSMCL.

The scope of the successful bidder shall broadly comprise:

1. The Bidder shall undertake a physical inspection and assessment of the CCTV equipment installed at CSMCL-operated retail shops to evaluate its condition, functionality, maintainability and residual useful life. Based on such assessment, the Bidder shall independently determine the quantity and condition of the existing equipment and identify the equipment requiring repair, maintenance or replacement. Any replacement with new equipment shall be undertaken only after obtaining prior approval from the Competent Authority. The Bidder shall ensure timely replacement of equipment, as and when required, to maintain uninterrupted and effective CCTV surveillance.

2. The Bidder shall complete the site survey, supply, installation, testing and commissioning of the new CCTV surveillance system within the delivery period specified in the Contract/Work Order, reckoned from the date of award of the Contract/Work Order.

3. The Bidder shall be responsible for the maintenance of the existing CCTV surveillance system and for the supply, installation, configuration, integration, testing and commissioning of the CCTV Surveillance System, including cameras, Network Video Recorders (NVRs), network equipment, storage devices, power supply systems, cabling, accessories and all associated infrastructure, at all CSMCL-operated retail shops. The Bidder shall ensure uninterrupted 24×7 operation of the surveillance system, including continuous recording, proper functioning of all cameras and availability of recorded footage. The system shall also be capable of providing live video feeds to the Integrated Command and Control Centre (ICCC), as and when required by CSMCL, in accordance with the technical specifications (as mentioned in the tender) and integration requirements.

4. The Bidder shall provide Comprehensive AMC for all CCTV equipment and associated infrastructure throughout the contract period, including preventive and breakdown maintenance, periodic inspections, fault diagnosis, repair/replacement of defective components, configuration/reconfiguration, firmware updates and system health checks. The Bidder shall ensure uninterrupted functioning of cameras, NVRs, storage devices, network equipment, power supply, cabling and other accessories, including restoration of recording, playback, network connectivity and remote viewing functionality, wherever required.

5. The submission and processing of bills shall commence only after obtaining a certificate of completion of the installation, testing and commissioning of the relevant work, issued by a Competent Authority as decided by MD, CSMCL.

6. The Bidder shall establish an effective mechanism for receiving, recording, tracking and resolving complaints relating to the CCTV system. The Bidder shall:

   a) Maintain a helpdesk/complaint registration mechanism for each of the division.
   b) Record each complaint with date and time of receipt;
   c) Deploy appropriate technical personnel for resolution in all the division.
   d) Attend to and resolve complaints within the timelines prescribed under Clause 5.8 of the General Terms & Conditions;
   e) Escalate unresolved complaints to the designated service manager;
   f) Maintain records of all complaints, actions taken and closure details.

   A complaint shall be treated as closed only after restoration of the affected service/system and confirmation in the prescribed manner.

7. For maintenance and resolution of complaints in accordance with the prescribed SLA, the Bidder shall deploy/provide all necessary manpower, transportation, tools, testing instruments, consumables and OEM-compatible spares required for proper maintenance of the CCTV system.

8. All defective cameras, equipment, components, accessories and other parts supplied and installed by the Bidder under the Contract shall be repaired or replaced by Bidder at no additional cost to CSMCL during the contract period.

9. The Competent Authority shall verify the equipment against CSMCL records/data to ensure that only eligible equipment is replaced. After verification, the Competent Authority shall issue a Certificate specifying the equipment handed over to the bidder, which shall be attached to the bidder's bill as a mandatory supporting document. (Annexure- 10)
10. All equipment supplied, replaced or repaired under the Contract shall be the property of CSMCL. Upon expiry or termination of the Contract, the Bidder shall have no ownership claim over such equipment and shall ensure smooth handover and transition of services to the new service provider designated by CSMCL.

4.2 Implementation Across Operational Divisions

To ensure effective service delivery and accountability, the State shall be divided into the following five operational divisions:

Division	Headquarters	Districts	No. of Districts

Raipur	Raipur	Raipur, Baloda Bazar, Gariyaband, Mahasamund, Dhamtari	5
Durg	Durg	Durg, Balod, Bemetara, Rajnandgaon, Kabirdham, Mohla-Manpur-Ambagarh Chowki, Khairagarh-Chhuikhadan-Gandai	7
Bilaspur	Bilaspur	Bilaspur, Mungeli, Korba, Janjgir-Champa, Sakti, Raigarh, Gaurela-Pendra-Marwahi, Sarangarh-Bilaigarh	8
Bastar	Jagdalpur	Bastar, Kondagaon, Kanker, Dantewada, Sukma, Narayanpur, Bijapur	7
Sarguja	Sarguja	Sarguja, Koriya, Surajpur, Jashpur, Balrampur, Manendragarh-Chirmiri-Bharatpur	6

The successful Bidder shall be responsible for implementation, operation and maintenance of the CCTV surveillance systems at approximately 718 CSMCL-operated retail shops across all five operational Divisions of the State. The actual number of shops may increase or decrease during the Contract Period in accordance with the provisions of the Tender.

4.3 Documentation and Reports

The Bidder shall maintain and submit, as required by CSMCL:

1. Site-wise installation and commissioning reports;
2. Equipment and asset details;
3. Preventive maintenance reports;
4. Breakdown/complaint reports;
5. Repair/replacement records;
6. Details of replaced components;
7. System health reports; and
8. Any other report/document required by CSMCL for monitoring the CCTV system.

All reports shall be submitted in the format prescribed by CSMCL, as in Annexure 9.

4.4 General Responsibilities of the Bidder

1. The Bidder shall provide all labour, transportation, tools, testing equipment, consumables, accessories and technical support necessary for carrying out the work.
2. All equipment and components supplied shall be new, unused, genuine and compliant with the technical specifications prescribed in the Tender as per Annexure 11.
3. The Bidder shall comply with all applicable OEM requirements, technical standards, safety requirements and instructions issued by CSMCL from time to time.

5. General Terms & Conditions

5.1 Technical Bid

The Technical Bids shall be opened and evaluated first through the GeM portal. The bids shall be evaluated for compliance with the eligibility criteria, technical specifications, required documents and other conditions of the Tender. Only those bidders found technically responsive/qualified shall be considered for opening of the Financial Bids.

CSMCL may seek clarification from a bidder regarding the documents or information submitted in the bid, wherever considered necessary. Such clarification shall not permit any bidder to alter or modify the substance of its bid or submit a new document to cure a material deficiency. The bidder shall respond to such clarification through the GeM Portal within the stipulated time. CSMCL's decision to accept or reject such clarification shall be final and binding on the bidder.

5.2 Financial Bid

S. No	**Particulars**	**Amount (₹)**
1	Total Cost of Supplying & Commissioning of new equipment (A)	
2	Total Cost of Maintaining CCTV Surveillance System (B)	
3	Total Evaluated Buyback Value for Existing Equipment (C)	
4	**Net Evaluated Bid Value (A + B)-(C)**	

The bidder quoting the lowest Net Evaluated Bid Value, calculated in accordance with the Financial Bid evaluation methodology prescribed in the Tender Document, shall be declared **L1**, subject to the bidder meeting all eligibility and technical qualification requirements and compliance with the other terms and conditions of the Tender.

The quoted price shall be deemed comprehensive and final. No additional payment shall be admissible on account of any omission, estimation error or failure on the part of the bidder to assess the requirements adequately, except for changes in scope expressly approved in writing by CSMCL.

5.3 Award of Contract –

The GeM-generated Contract shall constitute a valid and binding award of work upon the successful Bidder. CSMCL reserves the right, at its sole discretion, to require the successful Bidder to execute a separate Agreement, in such form and manner as may be prescribed by CSMCL, wherever considered necessary. The Bidder shall execute such Agreement within the time stipulated by CSMCL. Any such Agreement shall be supplementary to

the GeM Contract and shall not dilute or prejudice CSMCL's rights and remedies thereunder.

5.4 Earnest Money Deposit (EMD)

EMD which will be 1% of the total estimated cost should accompany the bid documents in the shape of DD from a scheduled bank in India (valid for a minimum period of 3 months from the date of submission of tender). A scanned copy of the same should be mandatorily uploaded to the GeM portal with the bid documents. The DD drawn in favor of "Managing Director, CSMC, Raipur" payable at Raipur should be submitted at the Head Office situated at Raipur within 5 days of bid opening date. Failure to deposit Earnest Money will lead to rejection of tender. In the event of the awardee bidder backing out, EMD of that bidder will be forfeited. EMD of the unsuccessful bidders shall be returned. Relaxation of EMD for MSE vendors to be substituted by 'Bid Security Declaration' as per GeM policy.

5.5 Performance Bank Guarantee (PBG)

The successful bidder shall furnish Performance Security equivalent to 3% of the Total Contract Value within 15 days from the date of award of the Contract on GeM, in accordance with the applicable GeM General Terms and Conditions (GTC). The Performance Security may be furnished in the form of an unconditional and irrevocable Bank Guarantee issued by a Scheduled Commercial Bank, Fixed Deposit Receipt (FDR) duly lien-marked in favour of CSMCL, or an Insurance Surety Bond issued by an eligible insurer, in a format acceptable to CSMCL and as permitted under applicable GeM provisions. The Performance Security shall remain valid for 48 months from the date of issuance. The Contractor shall ensure extension of its validity wherever required by CSMCL.

The Performance Security shall secure due and faithful performance of the Contract, including compliance with SLA requirements, maintenance obligations and rectification of defects. CSMCL shall be entitled to invoke or encash the Performance Security, wholly or partially, in the event of breach of contractual obligations, persistent SLA violations, abandonment of work, unauthorised subcontracting, submission of false or forged documents, breach of confidentiality or any other material default by the Contractor, in accordance with the applicable GeM GTC and contractual provisions. The Performance Security shall be released without interest upon satisfactory completion of all contractual obligations, settlement of outstanding dues, penalties and claims, and certification by CSMCL. Failure to furnish the Performance Security within the prescribed period may result in cancellation of the award and forfeiture of EMD, in accordance with applicable GeM provisions.

5.6 SLA Requirements

The Bidder shall ensure service availability and complaint resolution across all covered retail shops in accordance with the timelines specified under Clause 5.8 Failure to comply with the prescribed timelines shall constitute an SLA deviation.

5.7 Complaint Registration

The vendor shall provide a dedicated helpdesk, email ID and contact number for registration of complaints.
Each complaint shall be assigned a unique Complaint/Ticket Number and communicated to the concerned shop and the respective District Manager.

5.8 Response Resolution & Timelines

A. At least 90% of the cameras installed at each shop shall remain operational at any point in time, and the overall CCTV surveillance system uptime shall not be less than 99% of the total scheduled operational time during each calendar month, subject to approved maintenance, force majeure and exclusions attributable to CSMCL or third-party service providers.

B. The vendor shall comply with the response and resolution timelines specified in Table 5a. The timelines shall be reckoned from the time of complaint registration/ticket generation. Site-visit timelines shall apply based on the geographical classification of the concerned shop.

Table 5a Outlines Response & Resolution Timelines

Service Parameters	SLA requirement
Complaint acknowledgement (By providing a complaint registration number)	1 hour
Remote diagnosis (Initial Technical Assessment)	2 hours
Site visit (Urban)	3 hours
Site visit (Rural)	24 hours
Camera restoration	Within 24 hours
Restoration of Network/Connectivity Issues	Within 24 hours
DVR/NVR restoration	Within 24 hours
Critical site restoration (Cash Counter, Sale Counter & Inventory area)	Within 12 hours
Replacement of Faulty Minor Components	Within 48 hours
Submission of Service Closure Report	Within 24 Hours of Resolution

C. Failure to meet the prescribed availability, response or resolution requirements shall constitute an SLA deviation and shall attract applicable penalties/service-level deductions, subject to the exclusions and measurement methodology specified in the Tender.

D. SLA Measurement: CCTV uptime and system availability shall be measured through the available NVR/VMS/central monitoring system logs, device health reports, complaint/ticket records and other system-generated data. In case of any dispute, the records maintained by CSMCL or its authorised monitoring system shall be considered for SLA assessment, subject to verification of the underlying system logs.

5.9 Penalty

A. The selected bidder shall comply with the prescribed SLA, maintenance requirements, reporting obligations and other contractual conditions. Failure to comply shall attract the penalties specified in Table 5b. Penalties may be recovered from the bidder's AMC payments, pending bills, Security Deposit or Performance Bank Guarantee, as applicable. Imposition of penalties shall not relieve the bidder of its obligation to restore the affected system or fulfil the applicable contractual requirement.

Table 5b

Sl. No.	**Nature of Default**	**Penalty**
1	Failure to maintain minimum 90% operational cameras at a shop at any point in time	₹1,000 per shop per day of non-compliance
2	Failure to achieve the prescribed 99% monthly CCTV surveillance system uptime under Clause 5.8	₹500 per affected camera per day
3	Delay beyond the prescribed camera restoration timeline under Table 5a.	₹500 per camera per day
4	Failure to provide required standby equipment	₹1,000 per instance
5	Failure to conduct scheduled quarterly Preventive Maintenance (PM) visit	₹1,000 per shop per missed PM visit
6	Failure to submit prescribed PM, Breakdown, Repair, Reinstallation/Reconfiguration, Infrastructure Maintenance or Replacement Report	₹5,000 per instance
7	Submission of false, fabricated or materially incorrect maintenance/service report	₹10,000 per instance, without prejudice to further contractual action
8	Replacement of CCTV equipment without required District Manager (DM) certification	Full cost recovery of the unauthorized

		replacement + ₹5,000 per instance
9	Failure to submit the prescribed Service Closure Report within the stipulated timeline	₹1,000 per instance
10	Failure to comply with any other specific SLA response/resolution timeline under Table 5a, where no separate penalty is prescribed	₹1,000 per instance/day, as applicable

B. No double penalty shall be imposed for the same default and the same period where a specific penalty has already been levied under another provision of this Clause. However, separate penalties may be imposed for distinct defaults, incidents or contractual obligations arising from the same shop or system.
C. Penalties relating to system availability or restoration shall not apply to downtime arising from approved preventive maintenance, force majeure, deliberate interference, power/network failure attributable to CSMCL, or third-party service providers, provided that the bidder has promptly reported and escalated such issues and taken all reasonable steps for restoration.
D. Penalties imposed under this Clause may be recovered from AMC payments, pending bills, Security Deposit or Performance Bank Guarantee, as applicable. Persistent or material SLA violations may also attract other contractual remedies, including termination of the contract and forfeiture of Performance Security.

5.10 Jurisdiction

The Contract shall be governed by the laws of India. For all disputes arising out of this tender or the resulting contract, the Courts situated at Raipur, Chhattisgarh shall have exclusive jurisdiction.

5.11 Scope Compliance

The successful bidder shall strictly comply with all provisions, technical specifications, Scope of Work, Service Level Agreements (SLAs), instructions, and conditions contained in this tender document. Failure to comply with any provision of the tender may result in action as deemed appropriate by CSMCL.

5.12 No Subletting / Assignment

The successful bidder shall not sublet, assign, transfer, franchise or outsource the whole or any part of the contract to any third party without the prior written approval of CSMCL. Any violation shall constitute a material breach of contract and may result in termination of the contract, forfeiture of the Performance Security, and blacklisting/debarment as per applicable rules.

5.13 Quality of Materials

Only new, genuine, unused and OEM/branded equipment shall be supplied under the contract. Refurbished, repaired, duplicate or counterfeit equipment

shall not be permitted. CSMCL reserves the right to verify the authenticity and quality of all supplied equipment.

5.14 Site Responsibility

The Bidder shall be deemed to have assessed the site conditions, geographical coverage and operational requirements associated with execution of the State-wide Contract before submission of the Bid. No additional claim on account of distance, accessibility, terrain, logistics, manpower deployment or any other similar reason shall be entertained.

5.15 Safety and Security

The bidder shall ensure compliance with all applicable safety requirements during execution of work. The bidder shall be responsible for any loss, damage, accident or injury caused due to negligence of its personnel.

5.16 Conduct of Vendor Personnel

Vendor personnel deployed at CSMCL shops shall maintain professional conduct, follow instructions of authorised officers, carry valid identity cards, and avoid interference with shop operations. CSMCL reserves the right to require replacement of any personnel whose conduct or performance is found to be unsatisfactory.

5.17 Confidentiality

The bidder shall maintain strict confidentiality of all CCTV footage, system configurations, network details, user credentials and operational information and shall not disclose or share such information with any unauthorized person. Any breach of confidentiality may result in legal action, termination of the contract and blacklisting/debarment as per applicable rules.

5.18 Bill Payment

1. Payment shall be made as per following payment schedule:

S.no.	Phases	Payment Schedule
1	On successful commissioning of CCTV surveillance system in all Shops	40% of Total Contract Value
2	On successful maintenance for 1st Year	20% of Total Contract Value
3	On successful maintenance for 2nd Year	20% of Total Contract Value
4	On successful maintenance for 3rd Year	20% of Total Contract Value

2. For first phase the bidder shall submit bill/invoice for successful supply and commissioning of CCTV Surveillance System in all shops as per Tender Conditions along with the Inspection Certificate issued by the Competent Authority, as decided by the CSMCL.

3. For subsequent phases, payment shall be made on a quarterly basis against the bill/invoice raised by the Bidder, subject to satisfactory maintenance and functioning of the CCTV Surveillance System, and submission of the relevant quarterly reports, as prescribed in Annexure-9, duly reviewed and approved by the concerned District Manager, in accordance with the prescribed payment schedule.
4. For each phase equipment covered under the buyback arrangement, the Hand-over Certificate issued by the concerned authorised officer shall be submitted.
5. Payments shall be made after deduction of all applicable taxes, penalties, statutory dues, and any other contractual recoveries from the vendor's bills by CSMCL.
6. No payment shall be made for equipment or work that is defective, incomplete, non-compliant or not accepted by CSMCL.

5.19 Replacement of CCTV Cameras and Other Peripherals

Replacement of CCTV Cameras & any other peripherals, required to remain fully functional, shall be done in accordance with the prescribed procedure as laid down in this tender. The bidder shall provide services to such locations as directed by CSMCL under the applicable contractual provisions.

5.20 Indemnity

The Contractor shall indemnify and hold harmless CSMCL, its officers and employees against any claims, losses, damages, liabilities, costs or expenses arising out of or in connection with:
a) Any breach of the Contract or negligence, wilful misconduct or wrongful act or omission of the Contractor or its personnel;
b) Any injury, death or damage to property caused during execution of the Contract due to the acts or omissions of the Contractor or its personnel;
c) Any violation of applicable laws, statutory requirements or obligations by the Contractor;
d) Any unauthorised access, disclosure, loss or misuse of CCTV footage, confidential information or system credentials attributable to the Contractor; and
e) Any infringement of third-party intellectual property rights arising from the equipment, software or services supplied by the Contractor.
The Contractor shall, at its own cost, take appropriate steps to defend and settle such claims, subject to consultation with CSMCL wherever the interests of CSMCL are involved. The obligations under this Clause shall survive expiry or termination of the Contract in respect of claims arising during the Contract period.

5.21 Data Protection and Information Security

1. All CCTV footage, recordings, system configurations, credentials and surveillance-related information generated or accessed under the Contract shall remain the property and under the control of CSMCL.

2. The Contractor shall access or use such information only for the purpose of performing its contractual obligations and in accordance with the instructions issued by CSMCL. The Contractor shall not copy, download, transmit, disclose or share any CCTV footage or related information with any unauthorised person or third party.
3. The Contractor shall implement reasonable technical and organisational security measures, including access controls, secure authentication, protection against unauthorised access, regular security updates and maintenance of access logs.
4. The Contractor shall immediately inform CSMCL upon becoming aware of any actual or suspected security breach, unauthorised access, loss, disclosure or compromise of CCTV footage or associated systems and shall promptly take necessary corrective and remedial measures.
5. The Contractor shall ensure that its employees, representatives and approved subcontractors having access to CCTV systems are bound by appropriate confidentiality and information security obligations.
6. Upon expiry or termination of the Contract, the Contractor shall hand over all data, recordings, credentials and system-related documentation to CSMCL and securely delete any remaining copies, subject to applicable legal retention requirements and directions of CSMCL.
7. The Contractor shall comply with all applicable data protection, information technology and cybersecurity laws, rules, directions and Government instructions, including requirements issued by CERT-In, wherever applicable.

5.22 Compliance with Labour Laws and Statutory Requirements

The Contractor shall be solely responsible for engagement, supervision, payment of wages and statutory compliance in respect of all personnel deployed for execution of the Contract. The Contractor shall comply with all applicable labour, employment, social security, occupational safety and other statutory requirements, including provisions relating to minimum wages, payment of wages, provident fund, employees' state insurance, employee compensation and contract labour, wherever applicable.
The Contractor shall obtain and maintain all registrations, licences and permissions required for execution of the Contract and shall furnish documentary evidence of such compliance whenever demanded by CSMCL.
All personnel engaged by the Contractor shall remain employees or personnel of the Contractor, and no employer-employee relationship shall be created between such personnel and CSMCL. The Contractor shall be responsible for all claims, dues and statutory liabilities arising out of its employment arrangements and shall indemnify CSMCL against liabilities attributable to its non-compliance, subject to applicable law.

5.23 Inspection, Audit and Verification Rights

CSMCL or its authorised representatives shall have the right to inspect and verify the equipment, installation, maintenance activities, service records,

complaint registers, system logs and other documents relating to execution of the Contract.
The Contractor shall provide necessary access, information and cooperation for such inspection or audit. CSMCL may require rectification of any deficiency or non-compliance identified during inspection within the period specified by it.
Any inspection, verification or acceptance by CSMCL shall not relieve the Contractor of its contractual obligations, warranty responsibilities or liability for defects and deficiencies subsequently identified.

5.24 Intellectual Property, Software and Licensing

1. All CCTV footage, recordings, operational data, configurations and information generated in connection with the Contract shall remain under the ownership and control of CSMCL.
2. The Contractor shall ensure that all software, firmware, applications and licences supplied under the Contract are genuine, duly authorised and legally usable by CSMCL for the intended purpose throughout the required period.
3. The Contractor shall provide all necessary licences, passwords, administrator credentials, configuration details, technical documentation and access rights required for the operation, monitoring and maintenance of the CCTV system.
4. No proprietary restriction, unauthorised access mechanism or technical arrangement shall be introduced which prevents CSMCL from accessing, operating, maintaining or integrating the CCTV system with other authorised systems.
5. The Contractor shall not claim any ownership or commercial rights over CSMCL's data or CCTV footage and shall ensure that all third-party software and licensing arrangements do not adversely affect CSMCL's continued use of the installed system.

5.25 Business Continuity and Transition Assistance

The Contractor shall ensure continuity of CCTV surveillance services throughout the Contract period and shall maintain adequate manpower, technical support, standby equipment and essential spare parts for timely restoration of services.
Upon expiry or termination of the Contract, the Contractor shall cooperate with CSMCL and the successor service provider, wherever appointed, for smooth transfer of equipment records, system configurations, credentials, technical documentation and other relevant information.
The Contractor shall not disable, restrict or withhold access to any CCTV system, footage, software or credentials on account of any payment dispute or other contractual claim. Any outstanding financial claim shall be resolved separately in accordance with the Contract.

5.26 Integrity, Conflict of Interest and Ethical Conduct

The Contractor shall maintain the highest standards of integrity and transparency during the bidding process and execution of the Contract. The

Contractor shall not engage in corrupt, fraudulent, collusive, coercive or obstructive practices or offer any undue gratification or inducement to any officer, employee or representative of CSMCL.
The Contractor shall immediately disclose any actual or potential conflict of interest that may affect its participation in the tender or execution of the Contract.
Any established violation of this Clause may result in rejection of the bid, termination of the Contract, recovery of losses and other action in accordance with applicable procurement rules and law, after following the prescribed procedure.

5.27 Maintenance of Records and Reporting

The Contractor shall maintain complete and accurate records relating to equipment supplied, serial numbers, installation, commissioning, preventive maintenance, breakdowns, repairs, replacements, complaints, SLA performance and other activities undertaken under the Contract.
The Contractor shall preserve such records throughout the Contract period and for the applicable statutory or contractual retention period thereafter. CSMCL shall have the right to obtain copies of such records for verification, audit and administrative purposes.

5.28 Amendment and Modification of Contract

No amendment, modification, waiver or variation of any contractual provision shall be valid unless made in writing and approved by the competent authority of CSMCL in accordance with applicable rules and delegated powers.
No oral assurance, representation or communication shall modify the terms of the Contract. Any amendment shall be consistent with the tender conditions, applicable procurement rules and the scope of the awarded Contract.

5.29 Severability and Waiver

If any provision of the Contract is declared invalid or unenforceable by a competent court or authority, such provision shall, to the extent of its invalidity, be severed without affecting the validity and enforceability of the remaining provisions.
Any delay or failure by CSMCL to exercise a contractual right or remedy shall not constitute a waiver of such right or remedy. Any waiver shall be valid only when expressly made in writing by the competent authority of CSMCL.

5.30 Survival of Contractual Obligations

Expiry or termination of the Contract shall not affect those obligations which, by their nature or express terms, are intended to survive, including obligations relating to confidentiality, data protection, indemnity, intellectual property, statutory compliance, record preservation, settlement of dues, return of CSMCL property and resolution of disputes.

5.31 Force Majeure

Neither party shall be liable for failure to perform its contractual obligations due to events beyond its reasonable control, including natural disasters, floods, earthquakes, fire, war, civil unrest or Government restrictions. The affected Party shall take reasonable steps to mitigate the impact of the Force Majeure event and shall resume performance of the affected obligations as soon as reasonably practicable after cessation of such event..

5.32 Termination

CSMCL may terminate the Contract, wholly or partially, by written notice, in the event of poor performance, repeated SLA violations, misrepresentation or submission of false/forged documents, unauthorised subcontracting, material non-compliance with the Contract, security concerns, abandonment of work, or any other breach which, in the opinion of CSMCL, warrants termination. Such termination shall be without prejudice to the right of CSMCL to recover losses, impose penalties, forfeit Performance Security and take other remedies available under the Contract or applicable law.

5.33 Blacklisting

CSMCL reserves the right to blacklist/debar the bidder in case of fraudulent practices, submission of forged documents, abandonment of work, persistent poor performance, violation of tender conditions, breach of confidentiality, or unauthorized subcontracting. The period and extent of blacklisting/debarment shall be determined by CSMCL in accordance with applicable rules.

5.34 Right to Accept or Reject Bids

CSMCL reserves the absolute right to accept or reject any bid, including the lowest bid, either wholly or partly, at any stage of the tender process without assigning any reason whatsoever. No claim, compensation or representation in this regard shall be entertained.

5.35 Binding Nature of Tender Conditions

All provisions of this Tender Document, including the Introduction, Scope of Work, Eligibility Criteria, Technical Specifications, SLA Requirements, Penalty Clauses, Financial Bid Conditions and General Terms & Conditions, shall form an integral part of the Contract. Any violation thereof shall entitle CSMCL to take appropriate action, including warning, recovery of losses, imposition of penalties, withholding of payments, cancellation of the Work Order, forfeiture of Performance Security, blacklisting/debarment and initiation of legal proceedings, as applicable.

5.36 Decision of CSMCL

The decision of CSMCL on matters relating to interpretation of tender conditions, technical compliance, service quality, performance assessment, award of contract, imposition of penalties, termination and blacklisting shall be final and binding on the bidder.

6. Annexures

Annexure- 1

BIDDER & OEM LEGAL ELIGIBILITY DETAILS

(To be submitted on the Bidder's Letterhead along with supporting documents)

Tender No.:
Name of Work:
Name of Bidder:

Part-A: Details of Bidder

S. No.	Particulars	Details
1	Name of Bidder / Legal Entity	
2	Constitution of Bidder Company / LLP / Partnership Firm / Proprietorship Firm	
3	Capacity in which Bidder is participating: OEM / System Integrator / CCTV Service Provider / Authorised Channel Partner	
4	Date of Incorporation / Registration	
5	Registration / Incorporation No.	
6	Registered Office Address	
7	PAN	
8	GSTIN	
9	GST Registration Date in Chhattisgarh	
10	Chhattisgarh Registered Office Address	
11	Date from which Registered Office has been established in Chhattisgarh (Years of Reg in CG)	
12	Name of Authorized Signatory	
13	Designation	
14	Contact Number	
15	Email ID	

Bidder Category	Acceptable Documentary Proof
Company (Private/Public Limited)	Certificate of Incorporation issued by the Registrar of Companies (RoC).
Limited Liability Partnership (LLP)	Certificate of Incorporation issued by the RoC under the LLP Act, 2008.
Partnership Firm	Partnership Deed and, where registered, Registration Certificate issued by the Registrar of Firms.
Proprietorship Firm	Government registration or licence evidencing the proprietorship business, such as GST Registration Certificate, Udyam Registration Certificate, Shop and Establishment Registration/Licence, or applicable trade licence.
System Integrator	Applicable legal proof of constitution, along with relevant MoUs indicating that the entity is a System Integrator
CCTV Service Provider	Applicable legal constitution proof, along with relevant MoU / agreement indicating that the entity is an authorized service provider
Original Equipment Manufacturer (OEM)	Applicable legal constitution proof, along with an OEM declaration, manufacturer credentials and relevant technical certifications required under the tender.
Authorized Channel Partner	Applicable legal constitution proof, along with a valid OEM Authorization Certificate/Manufacturer Authorization Form (MAF) for the offered products.

Documents Enclosed

S. No.	Document
1	Certificate of Incorporation / Registration Certificate
2	MoA / AoA, wherever applicable
3	PAN Card
4	GST Registration Certificate
5	Chhattisgarh GST Registration / relevant registration proof
6	Proof of Registered Office Address in Chhattisgarh

Part B: Details of CCTV OEM

S. No.	Particulars	Details
1	Name of CCTV OEM	
2	Registered Legal Entity Name	

3	Date of Incorporation / Establishment in India	
4	Registration / Incorporation No.	
5	Registered Office Address in India	
6	PAN / CIN, as applicable	
7	Name of Authorised Representative, if applicable	

OEM Supporting Documents

S. No.	Document
1	OEM Certificate of Incorporation / Registration (establishing OEM's presence in India for at least 10 years)

Part C. Declaration

I/We, _____, being the authorised signatory of _____, hereby declare that the information furnished above is true and correct.

I/We further certify that:

1. The Bidder is a legally registered entity in India and is eligible to participate in the Tender in accordance with the prescribed eligibility criteria.

2. The CCTV OEM proposed under the Bid has been established in India for at least **ten (10) years** as on the date of submission of the Bid.

3. The Bidder has maintained a registered office in Chhattisgarh for at least **three (3) years** as on the date of submission of the Bid.

4. The supporting documents submitted with this Annexure are genuine, valid and applicable to the Bidder/OEM concerned.

5. CSMCL shall have the right to verify the information and documents submitted by the Bidder. Any false, misleading or incorrect information may result in rejection of the Bid and action as per the Tender conditions and applicable rules.

Place:
Date:
Signature of Authorized Signatory:
Name:
Designation:

Name of Bidder:
Seal of Bidder:

Annexure- 2

OEM SUPPORT UNDERTAKING

(To be submitted on the Bidder/ Original Equipment Manufacturer's letterhead)

To,
The Authorised Officer
Chhattisgarh State Marketing Corporation Limited (CSMCL)
Raipur, Chhattisgarh

Subject: Part A- OEM Authorization & Part B- Undertaking for OEM support, availability of spares and replacement equipment

Tender No.:
Name of Bidder/OEM:

Part A: OEM Authorization

(To be submitted by the Non-OEM Bidder. In case the Bidder is itself the OEM, this authorization shall not be applicable)

We, **[Name of OEM]**, hereby authorize **[Name of Bidder]** to participate in the above Tender and to supply, install, commission and provide warranty/maintenance support for the CCTV equipment offered under the Tender.

Name of OEM:
Name of Authorized Signatory:
Seal of OEM:

(Part A to be submitted as an enclosure)

Part B: OEM Support

Bidder/OEM hereby undertake that:

1. OEM technical support, genuine spare parts, compatible accessories and equivalent replacement equipment shall be made available throughout the contract period, including the applicable warranty and AMC period.
2. Defective equipment under warranty shall be repaired or replaced in accordance with the applicable warranty terms and the Tender Document.
3. Necessary technical assistance, firmware updates, troubleshooting support and product documentation shall be provided, wherever required for proper functioning and maintenance of the supplied equipment.

4. In case of discontinuation of any offered model, compatible spare parts and equivalent or superior replacement equipment shall be supported, subject to CSMCL's prior approval and applicable contractual provisions.
5. The OEM shall extend the necessary technical support to the Bidder for fulfilment of contractual obligations and SLA requirements under the Tender.
6. Where the Bidder is itself the OEM, the above undertakings shall be applicable to the Bidder in its capacity as OEM. Where the Bidder is an authorized representative/channel partner, these undertakings shall be provided by the concerned OEM.

This undertaking is issued for submission to CSMCL in connection with the above-mentioned tender.

Place:
Date:
Signature of Authorized Signatory:
Name:
Designation:
Name of Bidder/OEM:
Seal of Bidder/OEM:

Annexure- 3

EXPERIENCE DETAILS

Tender No.:
Name of Work:
Name of Bidder:

We hereby certify that the Bidder has successfully completed the following CCTV Surveillance System supply and/or installation work during the last ten (10) years:

S. No.	Client / Organisation	Name & Nature of Work	Work Order / Contract No. & Date	Contract Value (₹)	Period of Work	Status
1						Completed

Enclosure: Copy of the relevant Work Order/Contract and Experience Certificate issued by the concerned Client/Organisation clearly indicating the nature and value of work.

Declaration

We certify that the information furnished above is true and correct and that the submitted experience meets the eligibility requirement prescribed in the Tender Document. CSMCL may verify the information and supporting documents with the concerned Client/Organisation.

Place:
Date:
Signature of Authorized Signatory:
Name:
Designation:
Name of Bidder:
Seal of Bidder:

Annexure- 4

FINANCIAL CAPACITY / TURNOVER CERTIFICATE

Tender No.:
Name of Work:
Name of Bidder:

A. Turnover Details

S. No.	Financial Year	Annual Turnover (₹)
1	2023–24	
2	2024–25	
3	2025–26	
	Average Annual Turnover	

B. CA Certification

We certify that the above turnover figures have been derived from the audited financial statements of **[Name of Bidder]** for the respective financial years and are true and correct.

Average Annual Turnover: ₹_____
UDIN: _____

Name of Chartered Accountant: _____
Membership No.: _____
Firm Name: _____
FRN: _____
Signature & Seal: _____
Date: _____
Place: _____

C. Declaration by Bidder

We hereby confirm that the above information is true and correct and that the Bidder meets the minimum average annual turnover requirement of **₹1.50 Crore** during the financial years 2023–24, 2024–25 and 2025–26.

Authorised Signatory: _____
Name: _____
Designation: _____
Signature & Seal: _____

Enclosures:

1. CA Certificate with valid UDIN.
2. Audited Balance Sheets/financial statements for FY 2023–24, 2024–25 and 2025–26.

Annexure- 5

UNDERTAKING REGARDING NON-BLACKLISTING / NON-DEBARMENT

(To be executed on Non-Judicial Stamp Paper and duly notarised)

To,
The Authorised Officer
Chhattisgarh State Marketing Corporation Limited (CSMCL)
Raipur, Chhattisgarh

Subject: Undertaking regarding non-blacklisting/non-debarment for the CCTV Surveillance System Tender

Tender No.: _____
Name of Bidder/OEM: _____

I/We, the undersigned, being the authorised representative of **[Name of Bidder]**, hereby solemnly affirm and declare that:

1. Neither the Bidder nor the Original Equipment Manufacturer (OEM) of the cameras offered under this Bid has been blacklisted, banned or debarred by any Government Department, Government Agency or Public Sector Undertaking in India as on the date of submission of the Bid.
2. The Bidder has not concealed any material information relating to blacklisting, banning or debarment that is required to be disclosed under the Tender conditions.
3. I/We understand that any false declaration, concealment of material facts or submission of misleading information may result in rejection of the Bid, cancellation of the contract, forfeiture of the Performance Bank Guarantee and other action as permissible under the Tender conditions and applicable rules.
4. I/We undertake to promptly inform CSMCL if any event affecting the above declaration occurs during the tender evaluation or contract period, wherever applicable.

I/We declare that the above statements are true and correct to the best of my/our knowledge and belief.

Place:
Date:
Signature of Authorized Signatory:
Name:
Designation:
Name of Bidder/OEM:
Seal of Bidder/OEM:

Annexure– 6

OEM TECHNICAL & COMPLIANCE DECLARATIONS

Tender No.:
Name of Work:
Name of Bidder/OEM:

1. ONVIF Membership

We confirm that the Camera OEM is a **Full ONVIF Member** and is not suspended, barred or otherwise disqualified from ONVIF membership as on the date of bid submission.

Each camera model offered under the tender shall conform to the applicable ONVIF profile(s) specified in the technical requirements and shall be verifiable in the official ONVIF Conformant Products database. The bidder shall provide the make, model number and registered firmware/software version of each offered camera model for verification in the invoice itself. OEM membership alone shall not be accepted as evidence of product-level ONVIF conformance.

ONVIF Membership Status/Proof: _____

2. ISO Certifications

We confirm that the Camera OEM holds valid: **ISO 9001:2015** certification; and **ISO/IEC 27001** certification, issued by an accredited certification body and valid as on the date of bid submission.

Certificate Nos.: _____
Validity: _____

3. Restricted Protocols

We confirm that the **CCTV Cameras and NVRs offered under this Bid shall not support or use GB28181/GB-T28181 or any other restricted/prohibited protocol** specified under the Tender or applicable Government directions.

4. Compliance Certifications

We confirm that the Camera OEM complies with applicable requirements relating to: GDPR, WEEE, Recognised Cyber Security Standards. Relevant certificates/declarations are enclosed wherever applicable.

Declaration

We certify that the above information and documents are true, valid and applicable to the products/OEM offered under this Tender. CSMCL may verify the authenticity and validity of the submitted certificates, declarations and membership status.

For Bidder/OEM:

Place:
Date:
Signature of Authorized Signatory:
Name:
Designation:
Name of Bidder/OEM:
Seal of Bidder/OEM:

Enclosures:

1. ONVIF Membership Status/Proof.
2. ISO 9001:2015 Certificate.
3. ISO/IEC 27001 Certificate.
4. Restricted Protocol Declaration/technical confirmation.
5. Applicable OEM Compliance Certificates/Declarations.

Annexure- 7

DECLARATION REGARDING MAKE IN INDIA COMPLIANCE

(To be submitted on the Bidder's letterhead)

To,
The Authorized Officer
Chhattisgarh State Marketing Corporation Limited (CSMCL)
Raipur, Chhattisgarh

Subject: Declaration regarding compliance with applicable Make in India provisions

Tender No.: _____
Name of Bidder/OEM: _____

I/We, **[Name of Bidder]**, hereby declare that the products offered under the above-mentioned tender shall comply with the applicable provisions of the Government of India's Public Procurement (Preference to Make in India) Order, as amended from time to time, and other applicable procurement policies specified in the Tender Document.

I/We undertake to submit supporting certificates or declarations issued by the OEM/manufacturer, wherever required under the applicable procurement policy or Tender conditions. I/We understand that any false declaration regarding local content or country of origin may result in action under the Tender conditions and applicable rules.

Place:
Date:
Signature of Authorized Signatory:
Name:
Designation:
Name of Bidder/OEM:
Seal of Bidder/OEM:

Annexure- 8

UNDERTAKING FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS

(To be submitted on the Bidder's letterhead)

To,
The Authorised Officer
Chhattisgarh State Marketing Corporation Limited (CSMCL)
Raipur, Chhattisgarh

Subject: Unconditional acceptance of the Tender terms and conditions

Tender No.: _____
Name of Bidder: _____

I/We, **[Name of Bidder]**, having examined the Tender Document for the supply, installation, testing, commissioning, buyback and comprehensive maintenance of CCTV surveillance systems at designated CSMCL retail liquor shops, hereby confirm our understanding and acceptance of the terms and conditions of the Tender.

I/We undertake to comply with the following:

1. The complete Scope of Work, Technical Specifications and equipment requirements.
2. The SLA, complaint registration mechanism, response and restoration timelines, and uptime requirements.
3. The applicable penalty provisions, recovery of losses and other contractual remedies.
4. The prescribed payment terms, warranty obligations, AMC requirements and Performance Bank Guarantee conditions.
5. The confidentiality, information security, equipment authenticity and other applicable contractual requirements.
6. The Tender shall be awarded as a single State-wide Contract, and the successful Bidder shall be responsible for execution of the complete Scope of Work across all five operational Divisions and all covered retail shops.
7. All other terms, conditions, instructions and requirements contained in the Tender Document and its corrigenda/addenda.

I/We confirm that the Financial Bid has been prepared after considering all costs necessary for complete execution of the contractual obligations. No additional payment shall be claimed for costs that are required to be included in the quoted rates under the Tender.

I/We understand that any material misrepresentation or breach of the above undertaking may result in rejection of the Bid or contractual action in accordance with the Tender conditions and applicable rules.

Place:
Date:
Signature of Authorized Signatory:
Name:
Designation:
Name of Bidder:
Seal of Bidder:

Annexure- 9

QUARTERLY MAINTENANCE REPORT

Tender No.: _____
Name of Work: _____
Name of Bidder: _____
Operational Division: _____
District(s) Covered: _____
AMC Quarter: _____
Period: From _____ To _____

We hereby submit the Quarterly Report for the above period in accordance with the Tender conditions and SLA requirements.

S. No.	Shop Name	Shop ID	District	Type of Activity Undertaken	Date of Activity Undertaken	Equipment/ Part Replaced, if any	Details of Replacement	Remarks
1				Installation & Commissioning Report				
2				Equipment & Asset Detail Report				
3				Preventive Maintenance Report				
4				Breakdown / Complaint Report				
5				Repair / Replacement Records				
6				Details of Replaced Components Report				
7				System Health Report				
8				Any other Report/ document required by CSMCL for monitoring CCTV System				

Certification by Bidder

We certify that the maintenance activities mentioned above have been carried out during the stated quarter and that the CCTV systems have been maintained in accordance with the Tender requirements and applicable SLA.

For the Bidder

Authorized Signatory: _____
Name: _____
Designation: _____
Signature & Seal: _____
Date: _____

Verification by CSMCL

The above _____ activities have been verified based on the available records/site verification and are found satisfactory / subject to observations mentioned below.

For CSMCL

District Manager: _____
Name: _____
Signature & Seal: _____
Date: _____

Annexure-10

BUYBACK VALUE DECLARATION & DM VERIFICATION

Tender No.: _____
Name of Work: _____
Name of Bidder: _____
Operational Division: _____
District: _____

A. BUYBACK VALUE DECLARATION BY BIDDER

We hereby declare the following buyback value for the identified existing CCTV equipment proposed to be handed over to the successful Bidder under the Tender:

S. No.	District	Shop Name / ID	Equipment Description	Make/ Model	Quantity	Buyback Value per Unit (₹)	Total Buyback Value (₹)
1							
2							
3							
4							
						Total	₹_____

We confirm that the above buyback value has been assessed by us at our own cost and responsibility and is inclusive of dismantling, collection, loading, transportation and handling costs.

The applicable buyback value shall be adjusted against the corresponding bill as per the Tender conditions.

For the Bidder

Authorised Signatory: _____
Name: _____
Designation: _____
Signature & Seal: _____
Date: _____

B. VERIFICATION CERTIFICATE BY DISTRICT MANAGER, CSMCL

Certified that the existing CCTV equipment proposed for replacement/buyback has been **verified with the available CSMCL records and physically verified at the respective shop(s)**.

It is further certified that the equipment listed above is eligible for replacement and handover to the successful Bidder under the Tender.

S. No	District	Shop Name / ID	Equipment Description	Quantity Verified	Eligible for Buyback (Yes/No)	Remarks
1						
2						
3						

Certified by:

District Manager, CSMCL

Name: _____
District: _____
Signature & Seal: _____
Date: _____

Note: No existing CCTV equipment shall be dismantled or handed over to the Bidder without verification and certification by the concerned District Manager, CSMCL.

Annexure-11

IP(Dome/Bullet) Based CCTV Camera

1. Camera Specs

S. No.	Parameter	Specification
1	Image Sensor	1/2.8" Progressive Scan CMOS
2	Minimum Illumination	≤0.01 Lux Colour
3	Effective Pixels	1920 × 1080
4	Shutter Speed	1/3–1/100,000 sec
5	RAM / ROM	As per OEM standard
6	Lens	Fixed 2.8 mm;
7	Backlight Compensation	BLC / HLC / WDR
8	Video Compression	H.265 and H.264
9	Resolution	2MP (1920 × 1080)
10	Frame Rate	Minimum 25 FPS @ 2MP
11	Network Protocols	SFTP, IPv4/IPv6, NTP, RTP, HTTP/HTTPS, SSL, DHCP, RTSPS
12	ONVIF	Profile S, T
13	Frame Streams	Main + 1 Sub-stream
14	Video Analytics	Motion and tampering detection; advanced analytics optional
15	Ethernet	RJ-45 10/100 Mbps or better
16	IR Distance	30 metres
17	Power Supply	12V DC/PoE 802.3af
18	Power Consumption	OEM-declared; compatible with PoE switch
19	Weather Protection	IP67, IP66

20	Vandal Protection	IK10
21	Operating Temperature	–30°C to +60°C
22	Humidity	≤95% RH
23	Certifications	Applicable BIS / STQC requirements
24	Cybersecurity	HTTPS/TLS, authentication, access control, secure firmware
25	SDK / API	Documented SDK/API
26	Warranty	Minimum 2 years

2. NVR Specification

S. No.	Parameter	Recommended Standard Specification
1	Processor	OEM-standard processor capable of meeting specified performance
2	IP Camera Input	8 Channels
3	Operating System	Embedded Linux or equivalent
4	Video Output	HDMI 4K; VGA optional
5	Video Compression	H.265 / H.264; MJPEG optional
6	Decoding Resolution	Support 2MP/4MP camera decoding on all channels simultaneously
7	Incoming Bandwidth	Minimum 80 Mbps; 100 Mbps preferred
8	AI Motion Detection	Basic motion detection on all channels; human/vehicle detection optional
12	Abnormality Alarms	Retain all essential system health and security alerts
13	Alarm Events	Motion, video tampering, video loss, storage failure
16	HDD Interface	Minimum 2 SATA ports; minimum 4TB

17	USB / Serial	Minimum 2 USB ports; RS232/RS485
18	Network Protocols	HTTP, HTTPS, TCP/IP, IPv4, UDP, NTP, DHCP, DNS, iSCSI, ONVIF
19	Ethernet	1 × Gigabit RJ-45
20	Power Supply	OEM-rated power supply
21	Certification	Applicable BIS and other prescribed certifications
22	ONVIF Compliance	ONVIF
25	Cybersecurity	RBAC, HTTPS, secure firmware, audit logs and access controls
26	Warranty	Minimum 2 years or as per overall contract

3. POE Switch 8 Port:

- 8 x 10/100/1000 Mbps RJ45 Ports
- IEEE 802.3af/at PoE support
- Minimum 120W PoE power budget
- Plug & Play, Metal Body

4. Hard Disk 4 TB:

- 4TB Surveillance Grade HDD
- 24x7 Operation Support
- SATA Interface
- Minimum 5400 RPM

5. CAT 6 Cable:

- UTP CAT 6 Cable
- 23/24 AWG Copper
- 305 Meter Box
- Supports Gigabit Network