SHORT TENDER NOTICE

The Social Welfare Department, Government of Bihar runs a number of child care institutions (CCIs) for children who are found in difficult circumstances and need care, protection and rehabilitation as per the mandates of the Juvenile Justice (Care and Protection of Children) Act, 2015. In order to respond to issues related to any violation of the norms of care and safety services for children in these CCIs, the State Child Protection Society (SCPS), a registered Society under the Social Welfare Dept., Govt. of Bihar intends to install five CCTV cameras in each CCI in the State with the facility of recording and storage of such CCTV footages at a central server maintained at State level for on demand future reference. Thus, proposals are invited by the SCPS, Bihar from registered companies or proprietorship firms having requisite qualifications and experience as prescribed to establish an Integrated CCTV Footage Recording System (ICCFRS) at State level. The eligibility criteria for the bidders, scope of work, terms and conditions and procedures for submission of the proposals may be referred under the ‘Tenders’ section on the website of the Department ‘http://socialwelfare.bih.nic.in/’. The Proposals should be sent through Speed Post/Registered Post or delivered by hand to The Director, Social Welfare-cum-Vice Chairperson, State Child Protection Society, 2nd Floor, Apna Ghar, Behind Lalit Bhawan, Bailey Road, Patna- 800 023, in a closed envelope clearly marked “Proposal for Setting up of the ICCFRS for CCIs” by 3:00 PM on 17.10.2019 A pre-bid meeting is organized on 14.10.2019 at 11.00 AM. Proposals received after the prescribed time or by E-mail shall be summarily rejected. SCPS shall have the right to reject any or all Proposals received in response to this invitation, and its decision in this regard shall be final and binding.

Director, Social Welfare-cum-Vice Chairperson, State Child Protection Society, Bihar, Patna
Short Tender Notice

for

Selection of an Agency for the

Installation & Annual Maintenance of CCTV Cameras in Child Care Institutions and setting up of Central Server to establish Integrated CCTV Footage Recording System (ICCFRS) at State level towards Strengthening the Institutional Care Services for Children in Bihar

The CCTV footage records coming to the central server shall be stored in the hard disks for a prescribed period of time for future reference for the purpose of inquiry which may be conducted by the Department as a result of any reported incident of violence or abuse or a serious violation of the safety and care norms in relation to any child or children residing in a child care institution. The footages shall be provided to an official or officials authorised by the Head of the Social Welfare Department.
## IMPORTANT INFORMATION

<table>
<thead>
<tr>
<th>Availability of the RFP Document</th>
<th>The RFP document can be downloaded from website of the Department of Social Welfare i.e. <a href="http://www.swd.bih.nic.in">www.swd.bih.nic.in</a>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date and time for pre-bid meeting</td>
<td>14.10.2019 @ 11 am</td>
</tr>
<tr>
<td>Last date for submission of bids</td>
<td>Up to 03.00 PM on 17.10.2019 in the office of the State Child Protection Society (SCPS), Bihar at 2nd floor, Apna Ghar, Bailey Road, Patna- 800 023.</td>
</tr>
<tr>
<td>Earnest Money Deposit</td>
<td>Rs. 05.00 Lakh in the form of Demand Draft in favour of Director, Social Welfare-cum-Vice Chairperson from a scheduled bank.</td>
</tr>
<tr>
<td>Opening of Technical bids</td>
<td>03.30 PM on 17.10.2019 in the office of the SCPS, Bihar.</td>
</tr>
<tr>
<td>Opening of financial bid of qualified Technical bidders</td>
<td>04.00 PM Onwards on 17.10.2019 in the office of the SCPS, Bihar.</td>
</tr>
<tr>
<td>Language of the bid</td>
<td>This bid should be filed in English language only.</td>
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[Signature]
1. INTRODUCTION (About Child Care Institutions in the State)

The Social Welfare Department, Government of Bihar runs a number of institutions for children who are found in difficult circumstances and need care, protection and rehabilitation as per the mandates of the Juvenile Justice (Care and Protection of Children) Act, 2015. There are broadly two categories of children- first, children in need of care and protection and second, children in conflict with law. These are the institutions where children are admitted by the order of the statutory bodies in the districts and are kept there for care and safety, given residential care and training with an aim to rehabilitate and reintegrate them with their families or community to which they belong. Currently, there are 78 CCIs running in the State while few more are going to be established soon. Some of them are being run directly by the Government, whereas, the rest of them are being run in partnership with NGOs. These institutions are being run under the child protection services (earlier known as ‘Integrated Child Protection Scheme’) which is a centrally sponsored scheme of the Ministry of Women and Child Development, Government of India and implemented through the State Government. Following types of Child Care Institutions are being run under the Scheme either by the State Government directly or through NGOs-

(i) Children’s Home (for boys and for girls)
(ii) Specialised Adoption Agency
(iii) Observation Home
(iv) Special Home
(v) Place of Safety

The above institutions are mandated to follow the provisions, rules and norms laid down under the Juvenile Justice (Care and protection of Children) Act, 2015, Bihar Juvenile Justice (Care and protection of Children) Rules, 2017 and ICPS guideline for providing quality standard of care and services to children during the period that they stay in the institution.

2. Rationale for Establishment of Integrated CCTV Footage Recording System (ICCFRS) at State level

In order to ensure that the institutions are run in accordance with the provisions as laid down under the relevant laws and guideline, the State Government has developed a three-tier monitoring system- First, Person-in-Charge of the Child Care Institution, Second, District Child Protection Unit (DCPU) and Third, State Child Protection Society (SCPS), Social Welfare Department. In order to regularly monitor the delivery of care and protection services and also to prevent cases of violence, abuse or neglect to children residing in the institutions, CCTVs have been already installed. The Person-in-Charge of the institution is expected to regularly monitor the live footages and take necessary actions if certain deviations are noted. Similarly, the DCPU officials are also expected to visit the institutions running in their district and see the recorded footages on a random basis and wherever needed take action to improve the standard. A need has been felt after the social audit of
child care institutions conducted by the Department through TISS in 2017-18 that the live CCTV feeds from all the CCIs in the State should also be preserved and stored for a specific period of time centrally at State level so that the same can be taken out for verification and inspection in case of certain reported cases of the serious violation of the Juvenile Justice Act, 2015 and the Rules thereto or any other law related to children. The protocol of uses of footage will issued separately.

3. SCOPE OF WORK:

3.1 Installation of CCTVs- Five CCTV cameras with motion sensor facilities shall be installed in each of the CCIs including one camera with Face recognition facility. The CCTV cameras shall be enabled to send live transmission of footages to the central feed at State level. (Note: The proposed final cost should include charges for both replacement and up-gradation for three years from date of installation. It also includes the cost of dedicated staffs for regular maintenance and support transportation, accommodation and other costs for three years from date of installation).

3.2 Setting up of the Integrated Server- The Integrated Server will receive 24X7 live feeds from at least five CCTVs installed in each of the CCIs. The capacity of the server should be such as to receive and store feeds from at least 500 CCTV cameras and be able to store the records for at least three months’ time for any future reference. The work includes procurement and installation of hardware including servers, storage devices and other paraphernalia. While, the agency will have to supply, install and configure as per the requirement of the Integrated CCTV Footages Recording System (ICCFRS), the SCPS shall be responsible for the furnishing of SERVER Room.

3.3 Installation of hard disks- The bidder shall assess the capacity of the hard disks that would be required to store the live feeds from a maximum of 500 CCTVs from all the CCIs for three months and shall be responsible for procurement and installation of such hard disks.

3.4 Installation of 32” TV and NVRs with 4 TB HDD for live screening of footages at CCIs including wiring and all other accessories (such as covered wire, switch, panel etc.) shall be provided by the bidder. At State level 55” TV is required to see the footage as and when required according to protocol.

3.5 Installation of wiring, switches and other electric works- The agency shall be responsible for the work related to concealed wiring, switches and other electric works which may be necessary for operationalizing the ICFMS.

3.6 Internet connection- The bidder should have arranged such devices which can provide the feed to State server. Only sim will be provided by concerned CCIs with data Plan.

3.7 Training- A detailed technical training for at least two days on practical aspects of the operation of the ICFMS including the basics, first level maintenance, troubleshooting
and handling equipments, LCD TV etc. shall be conducted for personnel of the Project Monitoring Unit (PMU).

3.8 Annual Maintenance of the System- The bidder shall ensure comprehensive Annual maintenance of the System that would include responding to any technical glitches being reported from any CCI with regard to the transmission of live feeds to the integrated server VC System. The maintenance work shall also include rectifying any damage to hardware or software of the central/integrated server for a period of 3 years from date of installation.

3.9 Responsibility of the vendor - The agency has to install, commission, integrate and demonstrate the working of the ICCFRS with its full capabilities. The agency is responsible till the solution is installed and commissioned & tested successfully in all locations and the system is fully integrated and operational and only upon the same, the installation/acceptance procedure would be deemed to have been completed.

3.10 To ensure quality bidders any International or National reputed Company/ firm/agency may duly authorized any firm/agency to execute the scope of work, services and receiving of payment from the client after successfully execution of the said contract.

3.11 In addition to the cost quoted by the bidder for three months’ CCTV footage storage from CCIs, the bidder should also quote a separate rate for such storage of footages for the duration of six months at State level server. It is clarified that the price quoted for three months’ period shall only be the criterion for selection of the bidder, whereas the six months’ storage price quoted as such shall be purely for the purpose of information only.

4. Technical Eligibility Criteria of the Bidder

4.1 Eligibility of the Bidder

(i) The bidder submitting the offers should be a registered company in India under the Companies Act, 1956 or a proprietorship firm having an average turnover of Rs. 5.00 Cr per year over the last three financial years i.e. 2018-2019, 2017-2018 and 2016-2017. Copy of the certificate of incorporation should be enclosed as documentary proof.

(ii) A copy of the last three financial years’ relevant audited balance sheets should be submitted with the offer.

(iii) The bidder should have their office or support centre in Bihar. A list of such support centre with contact persons, telephone numbers and address should be enclosed. If at the time of bidding, the bidder does not have its office in the
State, it should give a declaration that on being selected, the agency shall set up its local office with requisite human resources within a month of the work order being issued.

(iv) The bidder shall have to enclose at least two work orders from Government/Semi Government organisation related to installation/supply of CCTV/Video Conferencing Solution. Copy of such order must be enclosed.

(v) Bidder shall give an undertaking that the products / models offered are proven products in Indian environmental conditions and not reaching end of life / support in next 6 years.

(vi) The bidder should not have been blacklisted by any government organization / banks. A self-declaration to that effect shall be submitted along with the technical bid.

(vii) The bidder shall enclose a flow Chart about the installation of the System in its technical Bid.

(viii) The bidder shall submit two separate bids- One, technical and another financial. Both the bids shall be submitted in two separate envelopes sufficiently enclosed. Both ‘Technical Bid’ and ‘Financial Bid’ are to be placed in a 3rd sealed Cover duly properly addressed mentioning Eol Reference and Date of Opening.

(ix) The enclosed envelopes prepared in accordance with the procedures enumerated above should be submitted to the office of the SCPS either by hand or by registered/speed post not later than the date and time laid down, at the specified address.

(x) A bidder would be considered for the ‘Financial Bid’ only when it is shortlisted on the basis of fulfilling eligibility criteria and supporting documents.

(xi) Any modification in the RFP document shall be made by the State Child Protection Society, Bihar exclusively through the issuance of an Addendum/corrigendum on the website www.socialwelfare.bih.gov.in

(xii) The SCPS reserves the right to accept or reject any Eol/Bid partially or fully or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason thereof and without incurring any liability to the respondents. The SCPS also reserves the right to withdraw this Eol, should it be necessary at any stage.

NOTE: If any of the days in the above said schedule falls on any Gazetted Holiday, then next working day will be treated as schedule for that activity.
4.2 Eol Rejection Criteria

The Eol/Bid will be rejected in case any one or more of the following conditions are observed:

(i) Bids received without EMD as per requirement.
(ii) Bids which are not substantially responsive to the Invitation for Eol.
(iii) Incomplete or conditional Eol that does not fulfil all or any of the conditions as specified in the Technical eligibility criteria or violation of any clause mentioned in the document.
(iv) Misrepresentations in the bid proposal or any supporting documentation.
(v) Bid proposal received after the last date and time specified in this document.
(vi) Bids found in open cover, corrections in the bids.
(vii) Unsigned bids, bids signed by unauthorized person (without a valid letter of authorisation).
(viii) Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.

5. Terms and Conditions for the bidder who will get the contract

5.1 Support Personnel- In addition to the regular support centres, the bidder should provide one contact person either own employee or through franchisee for providing services to the operationalizing of the ICCFRS.

5.2 Technical Inspection and Performance Evaluation- The SCPS either by itself or through its district Unit, the District Child Protection Unit (DCPU) or through both reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of equipments offered by qualified bidders.

5.3 Payment Terms- The payment for installation shall be made by the State Child Protection Society (SCPS) to the agency selected for installation or any other agency duly authorized by the selected agency. 90% of the payment of the order value will be paid on completion of installation and commissioning of the central server at the site and acceptance of all equipments ordered. The SCPS will make this payment within 30 days after configuration and acceptance of the installation at the respective site. After completion of one year 5% amount will be released with 15 days of the completion of one year and remaining 5 % after the completion of 2nd year.

5.4 Delivery, Installation and Commissioning- The agency shall be responsible for delivery and installation of the equipment required/ordered at such sites and for making them fully operational within 6 weeks of the requisition after getting the work order.

5.5 If the agency fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by the SCPS, it will be considered a breach of contract and the SCPS would be free to cancel the award of the contract.
5.6 In case of serious discrepancy in hardware/software supplied, the SCPS may cancel the entire purchase order and return the equipment back to the vendor at vendor’s costs and risks.

5.7 Completeness of Installation
(i) The installation will be deemed as incomplete if any component of the hardware, software, CCTV, Internet, server, hard disk devices etc., is delivered but not installed and/or not operational.
(ii) In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of the server and satisfactory working of the entire equipment for a minimum period of 30 days.

5.8 Order Cancellation
The SCPS reserves its right to cancel the work order in the event of one or more of the following situations:
(i) Delay in delivery beyond the specified period for delivery.
(ii) Delay in installation beyond 8 weeks from the date of the issue of Work Order.

5.9 At the discretion of the SCPS, acceptance test will be conducted by the bidder at the site in the presence of the officials of the DCPU. The tests will check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by the DCPU for carrying out this acceptance test. The DCPU will take over the system on successful completion of the above acceptance test.

5.10 Equipments Warranty
The offer must include a minimum three years comprehensive on-site warranty. The Warranty period in respect of a location would start from a single and uniform date i.e. from the date of the equipment installed. In no case, there would be multiple warranty dates.

The agency shall be fully responsible for the warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender. The agency must warrant all equipment, accessories, spare parts like CCTVs, NVR, Server, Hard Disk, TV sets etc. against any manufacturing defects during the warranty period. During the warranty period, the agency shall maintain the systems and repair/replace at the installed site all defective components, at no charge to the SCPS.

5.11 If the agency on account of the defects and/or repairs replaces certain items by changing the design or materials, such change shall not reduce the performance of the equipment as per the technical specification.
5.12 The period of 3 years' warranty required from the agency shall not apply on the equipments with a warranty period of 3 years or more.

5.13 After 3 years of completion of the project, The SCPS may extend the Annual maintenance and services part contract with the bidder at mutually agreeable amount.

6. Spare Parts

The agency will make the spare parts for the systems available for a minimum period of six years from the time of acceptance of the system. Thereafter, the agency will give at least twelve months' notice prior to discontinuation of support services, so that the SCPS may order its requirements of the spares, if it so desires. If any of the peripherals or components are not available or difficult to procure or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology equipment of equivalent capacity or higher capacity at no additional charges to the SCPS.

7. Penalty for delay

For any delay in installation and commissioning of the Central Server, the SCPS will charge penalty @ 0.5% of the order value, subject to a maximum of 6% of the contract value.

8. Resolution of Disputes

The SCPS and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the SCPS and the vendor are unable to resolve amicably a contract dispute; the matter shall be referred to the Secretary/Principal Secretary, Social Welfare-cum-Chairperson, SCPS for resolution whose decision shall be final and binding on both the parties.

9. Confidentiality

All documents issued and information given to the agency shall be treated as confidential. The leakage of feed during live transmission to State Server shall be considered as sole responsibility of the agency.

NOTE: The SCPS may extend the deadline for submission of EOI by issuing an amendment in writing in which case all rights and obligations of the SCPs and the bidder previously subject to the original deadline will be subject to new deadline.