



Punjab State Warehousing Corporation
SCO 74-75, Bank Square, Sector 17,
Chandigarh – 160017
www.pswc.in

RFP DOCUMENT

FOR

Expansion / Extension of

Centrally Monitored Electronic Surveillance System

for

PSWC owned Warehouse locations

Version 1.0

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SCHEDULE OF e-TENDER

SN	Particulars	Details
1	End date for submission of online bids	18/08/2025 upto 3:00 pm
2.	Date and time of opening of Pre-qualification-cum Technical bids	18/08/2025 5:00 pm
3.	Announcement of shortlisted bidders	To be intimated later on.
4.	Opening of Financial proposals	To be intimated later on to shortlisted bidders only.
5.	Tender Fees	INR 2,000/- (INR Two Thousand Only) Non Refundable + GST @ 18%
6.	Earnest Money Deposit (EMD)	INR 2,42,000/-
7.	Contact Details	Punjab State Warehousing Corporation S.C.O. 74-75, Bank Square, Sector 17-B, Chandigarh-160 017 e-mail: ctopswc@punjab.gov.in Website: www.pswc.in
8.	e-Tender Website	https://eproc.punjab.gov.in email:eproc@punjab.gov.in Contact No: 0172- 2970263, 2970284
9.	Method of Selection	LCBS (Least Cost Based Selection) Method
Note: In case a Central/ State Holiday/s is/are declared on any day, the event shall be held on the next working day at the same time and same venue, without any notice.		

1. Introduction

The Punjab State Warehousing Corporation (PSWC) was originally established in 1958 for the purpose of warehousing of agriculture produce (Development & Warehousing) Corporations Act 1956 which was subsequently replaced by Warehousing Corporation Act, 1962.

PSWC Activities :

- **Warehousing**

- Storage of PSWC procured Central Pool Wheat
- Storage of FCI Stocks of Central Pool

PSWC has a network of 121 warehouses and PSWC is the largest state warehousing corporation of India with the Storage Capacity of 55.00 Lac MT's (Approx)

- **Procurement**

Declared as one of the procuring agencies of the state government in 1993-1994. PSWC has 286 procurement centres.

- **Containerization**

Handling & Storage of TEUs

PSWC has one Container Freight Station and three Inland Container Depots (ICD).

2. Scope of work:

The scope of work to be undertaken by the selected bidder is given hereinafter and same is merely illustrative and not exhaustive. The Bidder shall, thus, have to consider the required output and include all further incidental activities that may be necessary for efficient and successful implementation and for achieving the ultimate purpose of the assignment. The Scope of Work for the proposed engagement shall be primarily to include but not limited to extend and implement a tested and proven technology solution like a Comprehensive Centrally Monitored Electronic Surveillance System for PSWC Warehouse locations (Tentative list at Annexure – “D”) to avoid theft, burglary and vandalism from the main gate and at the weighbridge within the warehouse.

2.1 Surveillance Equipment :Infrastructure

S.No	Item	Tentative Qty Per Location
1	IP Bullet Camera	5
2	NVR 16 Channel	1
3	Shutter Contact	2
4	Panic Switch	1
5	Black Box/ Rack	1
6	Magnetic Contact	1
7	GSM Auto Dialer	1
8	4 G Router	1
9	Inverter/UPS	1
10	Keypad	1
11	Power Over Ethernet Switch	1
12	Video management Software	1
13	Mobile Based Application	1
14	Intrusion panel	1

2.2 Surveillance Equipment :Infrastructure Installation

- 2.2.1 Each entry/exit gate(s) of the warehouse/Depots, as the case may be, shall be covered by 02 (two) IP IR Bullet Cameras over poles to monitor the movement of vehicles and personals & capable of capturing the Vehicle number.
- 2.2.2 Weigh bridge inside the warehouse/depots, shall be covered with 03 (Three) IP IR Bullet Cameras over poles to cover the vehicle with no blank spot at the Top ,Front & the back of the vehicle standing at the weighbridge.
- 2.2.3 All cameras to be positioned in such a way that they are able to read the number plate of any kind of vehicle entering and exiting the warehouses premises/weighbridge
- 2.2.4 Each Entry/exit gates of the warehouse/Depots shall be covered with magnetic sensors / 2 heavy duty shutter contacts
- 2.2.5 All the cameras shall be connected to a 16 channel NVR(Network video recorder) through a CAT 6 cable. Whenever length of CAT 6 cable is exceeding than 90 Meters, Router / Switch shall be installed in order to maintain proper band width to all devices. Further, all cables should be properly covered.
- 2.2.6 The gate sensors shall be connected to an intrusion panel through a co-axil cable
- 2.2.7 Panic Switch shall be installed near the Main Entry/Exit gate of the warehouse. This switch shall be connected to the intrusion panel through a co-axil cable.
- 2.2.8 The entire connectivity between the NVR –CAMERAS , INTRUSTION PANEL-SENSORS & INTRUSTION PANEL-PANIC SWITCH shall be done through underground trenching through PVC pipes only. Covering of the trench shall be such that it cannot be unearthed by any kind of overhead activity, unless the activity performed is specifically for unearthing the trench contents.
- 2.2.9 The NVR & the intrusion panel shall be placed and installed in a Black box/rack installed with the concerned warehouse office.
- 2.2.10 The Black box/rack shall also be equipped with a magnetic contact/sensor.
- 2.2.11 The magnetic contact/sensor installed on the black box /rack shall be connected to the intrusion panel, to raise alarm/alert in case the black box /rack is tampered
- 2.2.12 The Magnetic contact/sensor shall also be connected to the intrusion panel through a co-axil cable
- 2.2.13 GSM Auto dialer (with SIM card installed), connected to the intrusion panel shall be placed in the rack along with the NVR & Intrusion panel,
- 2.2.14 Network 4Grouter (with SIM card / BroadBand internet installed), connected with both intrusion panel &NVR Shall be placed in the RACK along with the intrusion panel, NVR& Auto dialer

- 2.2.15 Mobile Application shall be installed on the phone of the warehouse manager and shall remain connected to the concerned warehouse surveillance equipment through the internet
- 2.2.16 Minimum 12 hrs Power redundancy shall be provided to entire equipment installed
- 2.2.17 Hooter shall be connected to the intrusion panel & installed Near the main gate for auto alarming in case of any intrusion
- 2.2.18 Keypad shall be installed near the black box/rack, shall be connected to the intrusion panel and shall be used for arming disarming the intrusion panel
- 2.2.19 Power Over Ethernet (POE) Switch with minimum 8-communication port shall be installed in the black box/rack for inter-Connectivity of the entire e-surveillance system.
- 2.2.20 A Central command center at PSWC HO shall be created, using PSWCs existing server and infra at HO for running the Video management software (VMS) software
- 2.2.21 Centrally manageable Video management software (VMS) shall remain connected over the Internet to the entire surveillance equipment installed at all the locations. Bidder shall update Software bugs removal and Firmware from time to time or as and when reported.
- 2.2.22 All the surveillance equipments should communicate with existing Video Management Software available with PSWC i.e. HIK connect professional.
- 2.2.23 All connectivity to the intrusion panel/black box/rack shall be done under ground as far as possible, else metal race ways to be used
- 2.3 **Surveillance Equipment :Functioning**
 - 2.3.1 The cameras shall be in 24*7 continuous recording mode.
 - 2.3.2 All cameras shall be compatible for real time integration with a VMS software.
 - 2.3.3 The camera feeds shall be stored on the NVR installed
 - 2.3.4 In case the HDD of NVR is damaged / faulty (Except physically damaged) due to unavoidable circumstances, the bidder shall ensure to recover all footage available in damaged HDD and submit the same to PSWC within 30 days.
 - 2.3.5 Each NVR shall retain minimum last 90 days backup.
 - 2.3.6 The duty hours of all sites shall be configured through the Video Management Software centrally (VMS)
 - 2.3.7 The gate sensors /shutter contacts of these locations shall act according to the duty slots assigned through the VMS
 - 2.3.8 In case the gate is opened during Off duty slots / hrs the sensors shall trigger an Alert to the Hooter for alarming and simultaneously the auto dialer would send text notifications and calls to the 5 pre-defined mobile numbers (of PSWC officials) for an intrusion alert. At the same time an intrusion shall also be triggered at the command centre through the Video management software VMS .

- 2.3.9 Alert shall also be raised in case of any tampering/damage of any surveillance equipment resulting in loss of video. Similarly the hooter shall raise alarm and simultaneously the auto dialer would send text notifications and calls to the 5 pre-defined mobile numbers (of PSWC officials) for an intrusion alert . At the same time an intrusion shall also be triggered at the control room through the Video management software VMS
- 2.3.10 The router shall provide external connectivity or connectivity over the internet between the surveillance equipment installed and the Video management software VMS software /Mobile app
- 2.3.11 The Mobile app shall give location based live viewing of camera feeds & location based controlling the surveillance equipment (not beyond arming/disarming the system or clearing the alerts)
- 2.3.12 In case the surveillance system is disarmed by the concerned warehouse in charge in off duty slots(as configured in the VMS software centrally) ,the auto dialer shall send an alert for the same via SMS to the 5 pre-defined mobile numbers (of PSWC officials)
- 2.3.13 All alert /alarms to be cleared/reset through the Video management software VMS /Mobile application/KEYPAD(installed in the warehouse)
- 2.3.14 The Video management software VMS shall give all kind of alerts relating to intrusions/tampering of surveillance equipment's/ Health monitoring of the surveillance equipment at the central location.
- 2.4 Surveillance Equipment : Commissioning**
- 2.4.1 Time period for installation, testing & commissioning of CCTV Monitored electronic surveillance system along with cabling in warehouse/Depots shall be 60 days from the issue of award of contract.
- 2.4.2 Any civil work to be done for installation of the surveillance equipment, like alignment of the main gate for sensors, underground cabling etc. shall be carried out by the bidder itself and the cost for the same shall be born by the bidder
- 2.4.3 Bidder shall arrange atleast one-day onsite training program for the officials of the concerned warehouse staff for understanding of the operations surveillance system
- 2.4.4 Installation and commissioning certificate to be sought by the bidder from all warehouse locations before release of payment
- 2.4.5 The complete Surveillance System shall be under a minimum warranty for 01 (one) year and Comprehensive AMC for atleast 4(Four) Years.
- 2.4.6 A Central Command center shall be created and setup by the bidder at a place designated by PSWC using the existing Infrastructure& Setup (except the VMS software licenses which shall be provided by the bidder)
- 2.4.7 The running /recurring expenditure for any sort of data/voice/text connectivity provisioned in the surveillance system shall be born by PSWC on reimbursement basis to the bidder.

2.5 Onsite Warranty

- 2.5.1 The period of warranty on all equipment i.e. cameras, NVR, Alarm panel Sensors etc. shall be a minimum of 12 months from the date of submission of installation & commissioning certificate for all sites by the bidder (duly verified by PSWC) .
- 2.5.2 The bidder shall ensure that the entire surveillance System including its components and all allied materials are working properly and continuously without fail during the currency of the warranty. The bidder shall also ensure visit by service Engineer/skilled technical personnel bi-monthly and submit the entire surveillance System working reporting to PSWC.
- 2.5.3 Any equipment which requires replacement under warranty shall be replaced free of cost by the bidder within 24 hrs of the call log & e-mail.
- 2.5.4 All materials and equipment's etc. required by the bidder for CARRYING OUT the works, during On-site warranty, shall be arranged by him, without any extra cost to PSWC.
- 2.5.5 All the calls related to non working of the equipment shall be attended and closed by the bidder within 24 hours.

2.6 Comprehensive AMC

- 2.6.1 Annual Maintenance Charges shall commence from the date of expiry of warranty period from date of commissioning with the same terms and conditions. It shall be the responsibility of the bidder to carry out repair/replacement of part(s), if any, during the period of Comprehensive AMC.
- 2.6.2 The bidder shall ensure that the entire surveillance System including its components and all allied materials are working properly and continuously without fail during the currency of the contract. The bidder shall also ensure a visit by service Engineer/skilled technical personnel bi-Quarterly and submit the entire surveillance System working & reporting to the concerned District Manager.
- 2.6.3 Any equipment which requires replacement under AMC shall be replaced by the bidder on actual cost basis to PSWC within 24 hrs of the call log.
- 2.6.4 All materials and equipment's etc. required by the contractor for CARRYING OUT the works, during AMC, shall be arranged by him, without any extra cost to PSWC.
- 2.6.5 All the calls related to AMC shall be attended & closed by the bidder within 24 hour from the call log.
- 2.6.6 In case an item replaced under AMC requires replacement before a period of one year from replacement, in that case the cost of item shall be born by the bidder and not by PSWC.
- 2.6.7 In case an item is replaced under AMC because of any physical damage or in case a call log happens for the same location under AMC for the 4th time within three months, a committee consisting of the concerned District Manager, Technical Officer, representative from Computer Branch and representative of

bidder, shall access the reason and accordingly decide upon whether the cost shall be born by PSWC or by the bidder or by any third party.

- 2.6.8 Bidder shall maintain stand by stock of the following items during the period of contract (Warranty & Annual Maintenance) in order to address issue/downtime rectification :

S.No.	Stock Item	Qty	Required at
1	Network Wire (CAT-6 A) Including network connectors	1 Roll (300 Mtrs)	Each Warehouse
2	Camera	2	Each PSWC District
3	Switch	1	Each PSWC District
4	Router	1	Each PSWC District
5	NVR HDD	1	Each PSWC District

2.7 Penalties

a) Execution of Work

If bidder fails to execute the work in line with works order, 1% per day of total contract value shall be deducted from the due bill of the bidder.

b) Warranty Period

If the progress of assignment is found to be non-satisfactory or delayed at any point of time, such as non closer of warranty call on-time, during warranty period, PSWC reserves the right to get it done on the risk and cost of bidder and PSWC shall also issue Show Cause Notice (SCN) to the bidder. If two such SCNs are issued to bidder for non-satisfactory or delay in performance during warranty period, 1% cost from pending balance payment, shall be deducted for every two SCNs issued during the warranty period.

c) Annual Maintenance Contract (AMC)

If the bidder fails to deliver AMC services in line with contract, PSWC reserves the right to impose penalty @2% of total monthly bill payable as per mandate for each default. If the bidder still fails to deliver as per contract, PSWC reserves the right to get it done on the risk and cost of bidder and right to recover such cost from the pending bills and / or

revoking the Performance Bid Security under this contract and PSWC shall also issue Show Cause Notice (SCN) to the bidder. If two SCNs are issued to bidder for non-satisfactory or delayed during AMC period, Cancellation of Contract clause shall be invoked.

3. Advice to Bidders

3.1 Earnest Money Deposit (EMD)

EMD amounting Rs.2,42,000/- shall be deposited by the bidder as per procedure mentioned as per **“Procedure for Submission of Bid”**

- I. The offer received without required Earnest Money shall be rejected without further reference.
- II. No interest shall be payable by PSWC on the Earnest Money deposited by Bidder.

3.2 Period of Validity of Offer

Bids shall remain valid for 90 (Ninety) days from the date of submission of bids. PSWC reserves right to reject a proposal valid for a shorter period as non-responsive.

3.3 Procedure for Submission of Bid

This Bidding Process is proposed to be through e-tender route. For participating in the Bidding Process, the Bidders shall have to get themselves registered with <https://eproc.punjab.gov.in> and get user ID and password. Class 3 Digital Signature Certificate (DSC) is mandatory to participate in the e-tendering process. For any clarification / difficulty regarding e-tendering process flow please contact on helpdesk numbers mentioned under **Contact Us** menu on home page of above mentioned portal for e-tendering.

- Only authorized person should sign the tender. His/her name, designation and address should be given in capital letters.
- No bid shall be considered unless and until all the documents are properly signed

3.4 Contents of the Bid

The on-line submission of bids by the bidder shall comprise the following components –

Pre-Qualification-cum-Technical Bids : comprising the documents mentioned as per **“Annexure – A & B”** respectively.

Commercial Bid: - comprising Performa is to be filled in accordance to **“Annexure – C”**.

3.5 Evaluation of Bids

- 3.5.1 The pre qualification-cum-technical bids documents shall be evaluated as per as per the Annexure – “A” & “B”.
- 3.5.2 Commercial bid of only those bidders shall be opened who qualified from pre-qualification-cum-technical bid evaluation criteria.
- 3.5.3 The Commercial Bids shall be as per **Annexure “C”**.

3.6 Evaluation Criteria

- 3.6.1 Technical Bid : In order to qualify the technical bid, the bidder needs to ensure 100% compliance of all the given parameters as mentioned in Annexure – “B”.
- 3.6.2 If required a physical demo may also be sought for checking the technical feasibility of equipment quoted by the bidder, this shall also include feasibility check of the equipment with existing Video Management Software installed in PSWC for managing the CCTV cameras installed in the field.
- 3.6.3 Commercial Bid : L-1 shall be evaluated on the basis of lowest Total of all the items mentioned in Annexure – “C”

In case, more than one bidder are found eligible from the financial evaluation criteria as L-1 then document(s) required for evaluation on the basis of bidder having experience in more successfully executed orders of same nature, shall be considered.

3.7 Criteria for Disqualification

Such criteria may include, without limitation, the following:-

- 3.7.1 Failure by any Bidder(s) to provide all of the information required in the Bid Proposal or any additional information as requested by the corporation including any supporting document;
- 3.7.2 Non Receipt of Bid Proposal on or before the last date and time specified in this document;
- 3.7.3 Misrepresentations in the Bid Proposal or any supporting documentation;
- 3.7.4 Non – payment of Earnest Money deposit.
- 3.7.5 Incomplete or conditional bids that do not fulfill all or any of the conditions specified in this tender document and bids not quoted as per the tender document.
- 3.7.6 Use of unfair means.
- 3.7.7 Bids signed by unauthorized person and unsigned corrections in the bids.
- 3.7.8 The bid shall contain no erasures or overwriting.

3.8 Acceptance of the Bid

PSWC is not bound to accept the lowest or any bid and reserves the right to:

- i) Reject any or all bids with/without any reason.

- ii) Accept/prefer any bid or Bidder without assigning any reason and also reduce or extend the period of contract without assigning any reason.

3.9 Cross Checking

PSWC reserves the right to contact and verify Bidder's information, references and data submitted in the Bid proposal without further reference to the Bidder.

3.10 Cost involved in Tendering

The Bidder shall bear all costs associated with the preparation and submission of its Bid, including the cost of presentation for the purposes of clarification of the bid, if so desired by the PSWC, PSWC shall in no case is responsible or liable for those costs.

3.11 Earnest Money Refund

The Earnest Money to the bidder(s), who fail(s) to qualify the Pre-qualification-cum-Technical Bids evaluation or Commercial Bid evaluation criteria, shall be refunded back without interest in the same account from which payment was made by the bidder on-line on e-tender payment gateway.

3.12 Performance Bank Guarantee

While signing the Contract Agreement with the PSWC, the successful bidder shall furnish unconditional irrevocable Performance Bank Guarantee amounting to Rs.3,62,000/- valid for the period of contract from a Nationalized / RBI Scheduled Bank in favour of Punjab State Warehousing Corporation" on the prescribed format. The PSWC may forfeit the Performance Bank Guarantee for any failure on the part of successful bidder to complete its obligations under the contract agreement. The Performance Bank Guarantee shall be denominated in Indian Rupees and shall be in the form of Bank Guarantee issued by a Nationalized / RBI scheduled bank located in India. EMD shall be returned back to successful bidder after confirming the genuineness of the Performance Bank Guarantee by the concerned bank.

3.13 Release of Order

After Acceptance of a Bid Proposal by PSWC, PSWC shall release the formal order in favour of the successful bidder.

The number of sites for installing Surveillance Equipment can be extended, within the validity period of the bid within the same terms and conditions of the tender.

3.14 Addendum / Corrigendum

Addendum / Corrigendum, if any, shall be notified by uploading on the <https://eproc.punjab.gov.in>.

4. Terms and Conditions

4.1 Commissioning

- 4.1.1 Time period for installation, testing & commissioning of CCTV Monitored electronic surveillance system along with cabling in all warehouse/Depots (Annexure – 'D') shall be 60 days from the date of issuance of Letter of Award of contract (LOA).
- 4.1.2 Any civil work to be done for installation of the surveillance equipment, like alignment of the main gate for sensors, underground cabling etc. shall be carried out by the bidder itself and the cost for the same shall be borne by the bidder
- 4.1.3 Bidder shall arrange atleast One-day onsite training program for the officials of the concerned warehouse staff for understanding of the operations surveillance system
- 4.1.4 Installation and commissioning certificate to be submitted by the bidder for all warehouse locations before release of payment.
- 4.1.5 The complete Surveillance System shall be under warranty for a minimum of 01 (one) year and Comprehensive AMC for atleast 04(Four) Years.
- 4.1.6 A Central Command center shall be created and setup by the bidder at a place designated by PSWC using the existing Infrastructure & Setup of PSWC (except the Video Management Software (VMS) & Licenses which shall be provided by the bidder).
- 4.1.7 The running / recurring expenditure for any sort of data/voice/text connectivity provisioned in the surveillance system shall be born by PSWC on reimbursement basis to the bidder. PSWC shall deduct such amount from the due bill(s) of the bidder.
- 4.1.8 Creating Communication of surveillance equipment with existing Video Management Software (VMS) installed in PSWC would be in the Bidder Scope.
- 4.1.9 Licenses for Video Management Software (VMS) shall be provided by the bidder.

4.2 Payment Terms

- 4.2.1 90% Payment for any no. of sites shall be made on submission of installation and commissioning certificate by the bidder (duly verified by warehouse/depot incharge).
- 4.2.2 Remaining 10% shall be made on accomplishing the warranty period and submission of proof of GST deposited relating to payment received as per clause 4.2.1.
- 4.2.3 Taxes, if applicable, shall be made applicable as per extant Applicable Laws and Govt rules.
- 4.2.4 Income tax shall be deducted at source as per provisions of prevalent Govt notifications

4.2.5 AMC Payment

4.2.5.1 Payment of AMC shall be released by PSWC on monthly basis in arrear.

4.2.5.2 Vendor shall submit bill in the first week of following month.

4.2.5.3 Taxes, if applicable, shall be paid by PSWC on actual as per Govt rules.

4.3 Cancellation of contract

4.3.1 Contract may be cancelled by giving one-month notice by either party.

4.3.2 If during the currency of execution of order, the Bidder becomes bankrupt or otherwise insolvent or is likely to become insolvent or bankrupt, PSWC may, at any time, cancel the order by giving written notice to the Bidder. Notwithstanding the above, such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to PSWC.

4.4 Consequences of Cancellation of Order

4.4.1 Upon cancellation of order, the Bidder shall deliver or cause to be delivered all works carried out for and on account of the indenting department and all data and records required.

4.4.2 Cancellation of order shall not affect any continuing obligations of the Bidder under the Contract Agreement, which, either expressly or by necessary implication, are to survive its expiry or termination such as confidentiality obligations of the Bidder.

4.4.3 Upon cancellation of order for reasons attributable to Bidder, PSWC shall have the right to perform the following penalties:-

a) Forfeiture of *Performance Bank Guarantee / EMD*.

b) Imposition of liquidated damage. (*Liquidated damages are an amount of money, agreed upon by the parties at the time of the contract signing, that establishes the damages that can be recovered in the event a party breaches the contract. The amount is supposed to reflect the best estimate of actual damages when the parties sign the contract*)

c) Black listing of the Bidder

4.5 Resolution of Disputes

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be resolved by the Parties through mutual consultation, in good faith and using their best endeavors. To this end, the parties agree not to conceal timely disclosure of all relevant facts, information and documents to facilitate discussions between them/ their representatives or officers.

a) Amicable Settlement

Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of

payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute shall consider the Notice and respond to it in writing within 15 days after receipt. If that party fails to respond within 15 days, or the dispute cannot be amicably settled within 30 days following the response of that party, then the clause(b) of resolution of disputes shall become applicable.

(b) Arbitration Clause

- I. The provisions of Arbitration & Conciliation Act, 1996, as amended upto date, shall apply to the arbitration proceedings, if any, under this contract.
- II. All the disputes and differences arising out of or in any manner touching or concerning this contract, whatsoever, shall be referred to the Sole Arbitrator. Both the parties to this contract have agreed to refer the dispute to the Sole Arbitrator who shall be appointed from the panel of the independent arbitrators maintained by the Punjab State Warehousing Corporation.
- III. The said panel of independent arbitrators shall be sent by the Punjab State Warehousing Corporation to the opposite party for short-listing 5 arbitrators. Out of the said 5 arbitrators so short-listed by the opposite party, Managing Director of Punjab State Warehousing Corporation shall appoint one arbitrator to act as Sole Arbitrator for resolving the dispute between the parties. If the opposite party fails to short-list the 5 arbitrators, out of the said panel, within 15 days from the date when the panel of independent arbitrators was sent to the opposite party, the Managing Director of Punjab State Warehousing Corporation shall be competent to appoint an arbitrator, out of the said panel, to act as Sole Arbitrator.
- IV. It is a term of this contract that in the event of such Arbitrator, to whom the matter is originally referred to, expires, vacating his office, being unable to act as an Arbitrator due to any reason and resigning for any reason, the Managing Director of Punjab State Warehousing Corporation shall be competent to appoint another arbitrator, from the names of 5 arbitrators so short-listed by the opposite party from the panel as mentioned in preceding para, to act as Sole Arbitrator. Such Arbitrator shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
- V. The award of Arbitrator shall be final and binding on the parties to this contract.
- VI. The venue of arbitration proceedings shall be at Chandigarh and language of arbitration proceedings shall be English. The Arbitrator shall be deemed to have entered on the reference on the date when first hearing of case takes place after due notice to the parties, irrespective of whether both the parties are present or not on that date. The work under this contract shall, if reasonably possible, continue during the arbitration proceedings.

4.6 Force Majeure

- 4.6.1 Notwithstanding the provisions of Terms and Conditions of Contract (TCC), the bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent, that, the delay in performance, or other failure to perform its obligations under the Contract, is the result of an event of Force Majeure.
- 4.6.2 For purposes of this clause, “Force Majeure” means an event beyond the control of the Service Provider and not involving the Service Provider’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.
- 4.6.3 If a Force Majeure situation arises, the bidder shall promptly notify the PSWC in writing of such condition and the cause thereof. Unless otherwise directed by the PSWC in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event

4.7 Notices

- a) Any notice or other document which may be given by either Party under this Contract shall be given in writing, in person or by post or official mail at ctopswc@punjab.gov.in.
- b) In relation to a notice given under this Contract, any such notice or other document shall be addressed to the other Party’s principal or registered office address.

5.

**ANNEXURE – “A”
(PRE-QUALIFICATION-CUM-TECHNICAL BID)**

5.1 Documents as a support of proof

Sr. No.	Item	Documentary Proof To be enclosed
5.1	Registration Certificates	Self-attested copies of PAN, GST, Certificate of Incorporation and Memorandum and Article of Association of the legal entity.
5.2	Unconditional Acceptance of Terms & Conditions of the Tender Document	Unconditional Acceptance of Terms & Conditions of the Tender Document duly signed by the authorized signatory.
5.3	Authorized signatory	Authorization letter/Board Resolution in favour of the officer signing the bid
5.4	Experience	Bidder should have successfully executed Total work orders for installation of at least 100 + cameras during the last 5 years. Certificates for Commissioning, running/output to be attached
5.5	Turnover	The Bidder should have a minimum turnover of Rs. 5.00 Crore in each of the last 5 financial years, Audited Balance Sheet of last 5 financial years should to be enclosed.
5.6	Offices in the state of Punjab	Bidder should have an operational office in Punjab and Chandigarh. Documentary evidence like rent agreement/Lease Deed should be enclosed.
5.7	ISO Registrations	Bidders should be atleast ISO 9001, ISO 27001 certified. Copies to be attached
5.8	Authorization from OEM	The Bidder should have a bid specific (MAF) authorization from OEM to supply the equipment. Authorization Letter/Agreement from OEM Should be enclosed
5.9	Self undertaking	For non blacklisting by any Govt./Public Sector Undertaking

6.

ANNEXURE - "B"
(Technical Bid)

6.1 IP Bullet Camera			
Sr.	Parameter	Specification	Comply (Y/N)
6.1.1	Certificates	CE,FCC & UL	
6.1.2	Power Supply	DC 12V/ & POE	
6.1.3	IR Range	Up to 40m	
6.1.4	Protection Level	IP67	
6.1.5	Image Sensor	1/2.8-1/3" Progressive Scan CMOS	
6.1.6	Color illumination	Color: 0.01 lux , B&W 0 lux with IR	
6.1.7	Shutter Speed	1/3 s to 1/100,000 s	
6.1.8	WDR	120dB	
6.1.9	Lens	2.8mm Lens Horizontal FOV 100° or Higher ; should have option for 4mm, 6mm, 8mm as per site requirement	
6.1.10	Day &Night	IR cut filter	
6.1.11	Video Compression	H.265, H.264/MJPEG	
6.1.12	Triple Stream	Supported	
6.1.13	Smart feature	Line crossing detection, intrusion detection, unattended object detection, object stolen detection, Face detection , Scene change detection	
6.1.14	Video Bit Rate	32 Kbps to 8 Mbps	
6.1.15	Max. Resolution	2688 × 1520	
6.1.16	Image Enhancement	BLC,3D DNR,HLC	
6.1.17	Network Storage	Should support Local storage upto 128GB or better, NAS (NFS, SMB/CIFS)	
6.1.18	Image	Saturation, brightness, contrast, sharpness, AGC, white balance adjustable by client	

		software or web browser	
6.1.19	ROI	Support	
6.1.20	Day/Night Switch	Support	
6.1.21	Alarm Trigger	Motion detection, video tampering alarm, illegal login, network disconnected, HDD error	
6.1.22	Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP, SMTP, SNMP, IGMP, 802.1X, QoS, IPv6 UDP, Bonjour	
6.1.23	Standard	ONVIF S & G	
6.1.24	Operating Conditions	(-30 °C to +60 °C (-22 °F to +140 °F), Humidity 95%)	
6.1.25	Ingress Protection	IP67, TVS 2000V lightning protection, surge protection and voltage transient protection	
6.1.26	Material	Metal	

6.2 Network Video Recorder

Sr.	Parameter	Specification	Comply (Y/N)
6.2.1		ANR technology to enhance the storage reliability when the network is disconnected	
		Smart search for efficient playback	
		Supports multiple VCA (Video Content Analytics) events	
		POS information overlay on live view and playback	
6.2.2	Certificates	CE,FCC,UL Must	
6.2.3	OS	Linux/windows/MAC, Dual OS	
6.2.4	IP video input	16 CH	
6.2.5	Incoming Throughput	160 Mbps or better	
6.2.6	Outgoing Throughput	256 Mbps or better	

6.2.7	HDMI output resolution	Minimum 4K resolution	
6.2.8	Remote Connection	125 or better	
6.2.9	VGA output resolution	1920 × 1080/60Hz, 1280 × 1024/60Hz, 1280 × 720/60Hz, 1024 × 768/60Hz	
6.2.10	Audio	1-ch output	
6.2.11	Decoding format	H.265,H.264,MPEG4 or better	
6.2.12	Recording resolution	up to 12 MP	
6.2.13	Synchronous playback	16-ch , 2-ch @ 12MP or 16-ch @ 1080p	
6.2.14	Hard Disk management	2 drives 3.5" sata connection	
6.2.15	Capacity	Each Sata support upto 08 TB	
6.2.16	Intelligent events	IPC uploading supported	
6.2.17	Two-way audio	1-ch, RCA (2.0 Vp-p, 1 k Ω)	
6.2.18	Network interface	1x10/ 100/ 1000 gigabit Ethernet	
6.2.19	Serial interface	RS-232; RS-485; Keyboard	
6.2.20	Alarm in/out	04 input, 1 output	
6.2.21	Working temperature	-10 to +55° C (14 to 131° F)	
6.2.22	Working humidity	10 to 90 %	
6.3 INTRUSION PANEL			
Sr.	Parameter	Specification	Comply (Y/N)
6.3.1	CONTROL PANEL with KEYPAD and Battery.	The Hybrid Alarm Panel should have the following capabilities:-	
6.3.2	Hybrid Security Alarm Panel with SMPS based power supply inbuilt, Compatible with IP/PSTN communicators.	A) Support at least inbuilt 8 wired inputs onboard, expandable to 64/4 outputs onboard expandable to 64 Zones. Should Support up to 56 wireless zones, keypads /32 key fobs / PSTN + Wired IP+GPRS B) . D) Should support 50 User Codes. E) F) Arming/disarming by keypad, keyfob,	

		and software, convenient and faster.	
6.3.3	TCP/ IP communicator should enable two way Data Transmission ,communication between alarm monitoring software & programming Inbuilt	<ol style="list-style-type: none"> 1. Monitoring Alarms 2. Program by software, easy installation and operation 3. Maintenance & Health Check 	
6.3.4		Should have minimum 3000 event log to keep track of all events and Authority levels.	
6.3.5	SMPS Power Supply	SMPS based power supply suiting power conditions in India. Transformer Based Power Supply not accepted.	
6.3.6	Key Pad	LCD Keypad panic – Configurable panics for different situations, with duress & Dual custodian feature	
6.3.7		Scheduling / Auto stay Arming – Automatic arming at a specific time & other events.	
6.3.8		System should be capable of minimum 4 partitioned/ configured to be independent systems to avoid interference of different users, separate partition for – Branch, Strong Room, ATM site & critical area.	
6.3.9	Wireless Expander	RS485, 433MHz Wireless Receiver, 8 Wireless inputs, 32 Wireless Keyfob	
6.3.10		Tamper notification for each zone	
6.3.11		Linkage of CCTV with each zone for 7 Seconds video verification.	
6.3.12	Auto-dialer	GSM Based Auto Dialer o be integrated/ mounted next to Control Panel. Should be able to call 5 Nos. with separate messages for Fire/ Intrusion/ Panic, any other emergency – fully customized. Password protected and Should be able Configure/Add/Delete Mobile Numbers remotely	
6.3.13	Wired Panic Switches	Emergency Switch	
6.3.14	Wired Shutter contact	For full metal alloy Shutter contact with 4 wire tamper, wire cut protection.	

6.4 Keypad		
<u>S.NO.</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.4.1	Different coloured LED's for -	
	a. Mains indication.	
	b.Faulty / Isolated Zones indication	
	c. Alarm Indication	
	d. Battery Indication	
6.4.2	Supports LCD indication	
6.4.3	Supports RF Emergency / Panic module Control	
6.4.4	RS485 interface	
6.4.5	Front & Back Tamper	
6.4.6	Supports 8 Keypad	

6.5 Panic Switch		
<u>S.NO.</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.5.1	Microswitch rated at 5Amp @24 VDC	
6.5.2	Metal Casing	
6.5.3	Output-NC,NO	

6.6 Siren / Hooter		
<u>S.NO.</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.6.1	Electronic Siren,	
6.6.2	Voltage - 12V DC	
6.6.3	Current Draw : 400mA, 6 VDC / 1.2 AMPS,	
6.6.4	Sound Output : 109 db	

6.7 Magnetic Contact		
<u>S.NO.</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.7.1	Magnetic Contact WHITE	
6.7.2	Standard Gap : 1" (25mm)	
6.7.3	Adhesive / Screw Mounted	
6.7.4	12" (30cm) leads	
6.8 Shutter Contact		
<u>S.NO.</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.8.1	Standard Gap 2"	
6.8.2	24" armored cable	
6.8.3	Cast Magnet	

6.9 4G Router (Internet required)		
<u>S.NO.</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.9.1	Fixed Ports - 5 10/100BASE-T LAN ports	
6.9.2	1 restore button	
6.9.3	2 SMA external antenna interfaces	
6.9.4	Flash - 128MB	
6.9.5	Memory - 512MB	
6.9.6	3G Support – WCDMA	
6.9.7	Routing Protocol- Unicast protocols: RIPv1/v2, OSPF, BGP, ISIS, OSPFv3, IS- ISv6, BGP4+	
6.9.8	Multicast protocols: IGMP, PIM-DM, PIM- SM, PIM-SSM, DVMRP, MSDP	
6.9.9	MPLS, LDP, MPLS QoS, MPLS VPN, nested MPLS VPN	

6.9.10	QoS- LLQ	
6.9.11	WRED	
6.9.12	CAR	
6.9.13	GTS	
6.9.14	QoS, H-QoS	
6.9.15	Functions - Dynamic packet filter, state detection, attack defense, URL filtering, ARP and DOS attack protection	
6.9.16	NAT, NAT, NAT Log, cross VPN NAT	
6.9.17	Support GRE、IPIP	
6.9.18	Support L2TP, PPTP	
6.9.19	Support AAA、SSH	
6.9.20	IPsec VPN, reverse route injection, certificate import, NAT traversal, IPsec VRRP backup, QoS for IPsec	
6.9.21	Standard ACL, extended ACL	
6.9.22	Power Consumption <6W	
6.9.23	Input Voltage - 100V to 240V AC	
6.9.24	Input Frequency - 50Hz to 60Hz	
6.9.25	IP Rating - IP30	
6.9.26	Temperature:- Operating temperature: - 30°C to 70°C	

6.10 Mobile App

Security Control Panel

<u>S.NO</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
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6.10.11	Instant Alarm messages on App	
6.10.12	Arming & Dis-Arming individual 8 inputs	
6.10.13	Arming & Dis-Arming Panel	
6.10.14	By-Pass Inputs	
6.10.15	Clear Alarms on App	
6.11 Remote Playback		
<u>S.NO</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.11.1	Remote Playback view of 4 cameras	
6.11.2	Remote Playback view of Individual cameras	
6.11.3	Capture Image while remote playback	
6.12 Other App features		
<u>S.NO</u>	<u>Description</u>	<u>Comply(Y/N)</u>
6.12.1	Device Management	
6.12.2	Alarm Messages	
6.12.3	Configuration	

6.13 Video Management Software		
<u>S.NO</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.13.1	Health Monitoring of system	
6.13.2	Search the recordings by cameras	
6.13.3	Search the recordings by recording type	
6.13.4	Multi-channels recordings download	
6.13.5	Check the downloading tasks and status centrally	

6.13.6	Merge recordings of several channels as one record file	
6.13.7	Devices & Areas	
6.13.8	Recording Schedule	
6.13.9	Event and Alarm	
6.13.10	User and Role	
6.13.11	License and DB maintenance	
6.13.12	System Configuration	

6.14 SIM Card (DATA)		
<u>S.NO</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.14.1	3G/4G Data pack	
6.14.2	100 GB Per Month	

6.15 SIM Card (VOICE & TEXT)		
<u>S.NO</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.15.1	Unlimited Voice Call	
6.15.2	Unlimited Messages	

6.16 Inverter		
<u>S.NO</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.16.1	Inverter with UPS technology	
6.16.2	Above 650VA	
6.16.3	Battery More than 70AH	

6.17 Hikcentral Professional Software		
<u>S.NO</u>	<u>Specification</u>	<u>Comply(Y/N)</u>
6.17.1	All equipments mentioned from Sr. No. 6.1 to 6.15 in Technical Bid are compatible with Hikcentral Professional Video Management Software already installed in PSWC Command Centre or the Video Management Software being provided by the bidder is capable of communicating the Video Management Software	

7.

**ANNEXURE – “C”
(Commercial Bid)**

(Amount in Rupees)

Sr. No.	Item	Rate per unit (inclusive of all taxes)	
		In figures	In Words
7.1	IP Bullet Camera		
7.2	NVR 16 Channel		
7.3	Shutter Contact		
7.4	Panic Switch		
7.5	Black Box/ Rack		
7.6	Magnetic Contact		
7.7	GSM Auto Dialer		
7.8	4 G Router		
7.9	Inverter/UPS		
7.10	Keypad		
7.11	Power Over Ethernet Switch		
7.12	Video management Software License		
7.13	Mobile Based Application		
7.14	Intrusion panel		
7.15	Total Installation & Commissioning Cost		
7.16	Annual Internet Connectivity per site		
7.17	Comprehensive AMC charges per site for First year		
7.18	Comprehensive AMC charges per site for Second year		
7.19	Comprehensive AMC charges per site for Third year		
7.20	Comprehensive AMC charges per site for Fourth year		
7.21	GRAND TOTAL (Sum from Sr. No. 7.1 to 7.20)		

8.

ANNEXURE – “D”**(List of PSWC Warehouse Locations)**

Sr. No.	DISTRICT	Centre	Campus
1	Amritsar	Gehri Mandi	Jandiala road
2	Amritsar	Rayya	Near Grain Market
3	Tarn Taran	Bhikhiwind	KhemKaran Road
4	Tarn Taran	Patti	Assal road -I
5	Tarn Taran	Patti	Assal road -II
6	Gurdaspur	Batala-1	Aliwal Road
7	Gurdaspur	Batala-2	Khatib Road , Near Bye pass
8	Gurdaspur	F.G.Churian	Near Railway Station
9	Gurdaspur	Qadian	Near Railway Station
10	Hoshiarpur	Mukerian	Opp FCI Godowns
11	Jalandhar	Jalandhar	Leather Complex
12	Jalandhar	Nakodar	Aulakh
13	Kapurthala	Kapurthala	Peer Jahaludin Road
14	Kapurthala	Phagwara	Vill Wazidowal
15	Kapurthala	Phagwara	Vill Hadiabad
16	SBS Nagar	SBS Nagar	Mandi Yard
17	Ludhiana	Khanna-I	Delhi Ludhiana Highway
18	Ludhiana	Ludhiana - I	Near Grain Market
19	Ludhiana	Raikot	Raikot (Old campus)
20	Ludhiana	Raikot	Raikot II
21	Ludhiana	Sahnewal	Kohara Road
22	Ludhiana	CFS Ludhiana	Dhandari Kalan
23	Muktsar Sahib	Barriwala	Marrar Road
24	Muktsar Sahib	Killianwali	New Grain Market
25	Muktsar Sahib	Malout	Dabwali Road
26	Faridkot	Faridkot-1	New Grain Market, FZR Road, Faridkot.
27	Faridkot	Kotkapura	Near Ram Bagh
28	Ferozepur	Jalalabad-1	Bahmani Wala Road
29	Ferozepur	Fzr. Cantt	Moga Road
30	Ferozepur	Zira	Kot Ise khan Rd
31	Fatehgarh Sahib	Sanghol	Grain Market
32	Ropar	Morinda	Chunni Road

33	SAS Nagar	Kurali	Near Railway Station
34	Patiala	Bhadson	Patiala-Bhadson Road
35	Bathinda	Bathinda	Grain Market
36	Bathinda	Bhagta Bhai Ka	Grain Market
37	Sangrur	Ahmedgarh	Pohir Road
38	Sangrur	Dhuri-I	Malerkotla-Sangrur Road
39	Sangrur	Dhuri-2	Viilage Dhura
40	Sangrur	Khanouri	Near Grain Market
41	Sangrur	Lehragaga	Khai road
42	Sangrur	Sandhaur	Near Grain Market
43	Barnala	Barnala-I	Sekha Fatak
44	Barnala	Barnala-I	Bathinda Bypass Road

9.

Appendix A: Contract Agreement
(On Non-Judicial Stamp Papers of Appropriate Value)

CONTRACT AGREEMENT

Reference No.: PSWC/CTO/2025-26/01

THIS AGREEMENT is made on the <<day>>day of <<month>>2025.

BETWEEN:

Punjab State Warehousing Corporation Ltd. (A Punjab Govt. Undertaking) having its Head Office at S.C.O. 74-75, Bank Square, Sector 17-B, Chandigarh – 160017 hereinafter referred to as “PSWC” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the FIRST PART; AND

M/s <<name of selected bidder>>, incorporated/registered in India under the <<Applicable Laws/Rules>> and having its Principal/Registered/Corporate Office at <<office address>> and place of business at <<business address of selected bidder>>hereinafter referred to as “The Company/Firm (as the case may be)” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the SECOND PART;

WHEREAS

- (I) PSWC is desirous of selecting a bidder for provisioning Centrally Monitored Electronic Surveillance System Ver.4.0 in its Owned Godown Complexes in the State of Punjab.
- (II) The Company/Firm having represented to PSWC that it has the required professional skills and personnel and technical resources, has agreed to provide the equipment, services on the terms and conditions set forth in this Contract;

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- (a) In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the e-tender.
- (b) The e-Tender No. _____dated _____ as enclosed with all annexures, amendments, supplements, corrigendum or clarifications thereto issued for selection of bidder shall be deemed to form and be read and construed as part of this Agreement.
- (c) The contract shall begin from the date of issuance of LOA issued by PSWC (First Part) in favour of the Company/Firm (Second Part) as enclosed.
- (d) The mutual rights and obligations of PSWC (First Part) and the Company/ Firm (Second Part) shall be as set forth in the Contract, in particular:
 - 1) the Company/Firm shall carry out the services in accordance with the provisions of the Contracts;

- 2) the Company/Firm shall provide services in conformance to terms and conditions laid out in e-tender and strictly avoid conflicts with other assignments/ jobs, downstream projects or their corporate interests and act without any consideration for future work; and
- 3) PSWC shall make payments to the Company/Firm (Second Part) in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

This Contract Agreement contains ____ pages from 01 to ____.

Signed by:

Signed by:

(Name and Designation)

(Name and Designation)

**Authorized Signatory of
PSWC**

**Authorized Signatory of the
Company/Firm (Bidder)**

Witness

Witness

1.

1.

2.

2.