

KENDRIYA VIHAR – 2

Sector 82, Noida – 201 304, Uttar Pradesh
Residential Complex · 40 Acres · 120 Building Blocks

TENDER DOCUMENT

Supply, Installation, Testing & Commissioning of
CCTV Surveillance System in Lifts

PROJECT DETAILS

Tender Reference	KV-II/CCTV/LIFT/2026/001
Project Name	CCTV Surveillance System Installation in Lifts
Client / Owner	Kendriya Vihar-II Apartment Owners' Association (AOA)
Location	Kendriya Vihar-II, Sector 82, Noida – 201 304
Scope	120 Lift Cameras across 120 Building Blocks
Date of Issue	February 2026
Bid Submission Deadline	As per NIT Published In News Paper
EMD Amount	Rs. 50,000/- (Fifty Thousand Only)
Bid Validity	90 days from last date of submission
Contract Duration	6 Weeks from Award of Contract
Warranty Period	2 Years Comprehensive + 1 Year AMC (Mandatory)
SLA Response Time	4 Hours from notification of fault

IMPORTANT: Tenders submitted without Earnest Money Deposit (EMD) shall be summarily rejected.

Site visit is mandatory before submission. Contact: noidakv2@gmail.com

Submission Address: The President, Apartment Owners' Association, KV-II AOA Office, Kendriya Vihar-II, Community Centre-I, Plot No. -03 Sector 82, Noida – 201 304

R. Sharma
24/02/2026



SECTION 1: INSTRUCTIONS TO BIDDERS

1.1 Eligibility Criteria

Bidders must fulfill all the following conditions to be eligible to participate in this tender:

- Registered firm/company with valid GST registration certificate.
- Completed minimum 2 similar CCTV surveillance projects (50+ cameras each) within last 3 (three) years – supported by client reference letters.
- Annual turnover of minimum Rs. 20 Lakhs in each of the last 3 (three) financial years.
- The firm must not be blacklisted by any Government, PSU or reputable private body.
- CCTV installation engineer on payroll or on long-term engagement.

1.2 Earnest Money Deposit (EMD)

- EMD of Rs. 50,000/- (Rupees Fifty Thousand Only) is MANDATORY with each bid.
- Acceptable forms: Demand Draft (DD) or Bank Guarantee from a Scheduled Commercial Bank, drawn in favor of "KV II AOA".
- NOT Acceptable: Cash, Cheque, UPI, NEFT, Pay Orders from Co-operative Banks.
- EMD must be submitted in a separate sealed envelope marked 'EMD – KV-II/CCTV/LIFT/2026/001'.

1.3 Bid Structure – Three Envelope System

The bid shall be submitted in THREE separate sealed envelopes placed inside one outer envelope:

- Envelope 1 – EMD: Demand Draft / Bank Guarantee for Rs. 50,000/-
- Envelope 2 – Technical Bid: All technical documents.
- Envelope 3 – Financial Bid: Completed Price Schedule / BOQ (Annexure B) only.

Outer envelope to be marked: 'TENDER – KV-II/CCTV/LIFT/2026/001'

1.4 Site Visit (Mandatory)

- Site visit is COMPULSORY before submission. Bidders must assess existing CCTV infrastructure, cable routes, lift locations and control room setup.
- Schedule site visit by contacting AOA office at least 2 working days in advance.
- A Site Visit Certificate will be issued by AOA. This must be enclosed in Technical Bid.
- Bids without Site Visit Certificate shall be rejected.

1.5 Evaluation Process

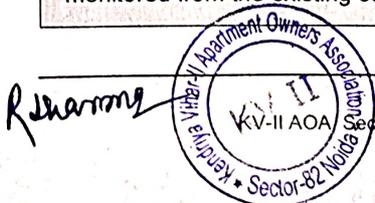
Bids shall be evaluated in the following sequence:

1. Envelope 1 (EMD) shall be opened first. Bids without valid EMD are rejected immediately.
2. Envelope 2 (Technical Bid) shall be evaluated. Non-compliant bids are disqualified.
3. Envelope 3 (Financial Bid) of technically qualified bidders only shall be opened.
4. L1 (Lowest Compliant Bid) shall be recommended for award of contract. AOA reserve the right to reject any bid without assigning any reason.
5. AOA reserves the right to negotiate with L1 bidder.

SECTION 2: SCOPE OF WORK

2.1 Project Background

Kendriya Vihar-II (KV-II) is a large residential complex spread across 40 acres in Sector 82, Noida, comprising 120 building blocks. Each block is already equipped with CCTV cameras connected to a centralized control room. New lifts have recently been installed in each of the 120 building blocks. To ensure the safety and security of residents, it is proposed to install one (1) IP Dome CCTV camera in each lift, totaling 120 cameras. The new lift cameras shall be integrated with the existing CCTV network and monitored from the existing central control room.



2.2 Detailed Scope of Work

S1 – Supply of Equipment

Supply all equipment as per Technical Specifications (Section 3) and SCHEDULE OF REQUIREMENTS (Annexure B), including:

- IP Dome Camera 120 Nos. – **CP Plus model: CP Plus CP UNC VB21L3 MDS/ CP Plus Gold Series 2MP IP Dome Full HD Camera** (need price both the models, AOA may decide later to choose either model).
- NVR 4 Nos. – NVR 32-Channel with AI Features CP Plus Model : **CP-UNR-4K4322-V3 32Ch H.265+ 4K NVR**
- POE Switch - 40 Nos. – **8-Port PoE Switch – D-Link 8-Port Gigabit PoE**. Quantity may vary as per after actual site visit.
- 8 Nos. – HDD 4TB - **Western Digital WD Purple 4TB Surveillance HDD (WD40PURZ)**
- CAT-6/6A Shielded/ Armoured Cable (D-Link) with RJ-45 connectors – quantity per site survey
- P2P - 120 Sets – **Model TP-Link CPE210 2.4 GHz 300 Mbps 9 dBi Outdoor CPE**
- All accessories: conduit pipes, clamps, junction boxes, cable ties
- Signage boards “You are Under CCTV surveillance” at Ground floor outside and inside Lift.

S2 – Infrastructure Assessment & Planning

- Survey and document existing cable routes, control room layout and switch infrastructure.
- Assess feasibility of wired vs. wireless connectivity for each lift.
- Prepare and submit: Cable routing plan, IP addressing plan, equipment layout drawing – before commencement of installation.

S3 – Sample Installation & Sign-Off

- Install and commission cameras in 2 lift units as a pilot installation.
- Demonstrate full functionality: live view, recording, motion detection, mobile app access, email alerts.
- Obtain written sign-off from AOA committee before proceeding with remaining 118 cameras.
- All corrections identified during sample review must be incorporated into full deployment.

S4 – Full Installation & Commissioning

- Mount camera in each of the 120 lifts at approved location with lift-specific bracket.
- Route CAT-6A cabling through heavy-duty PVC conduit pipes with labeling and numbering.
- Connect to NVR; configure recording settings including motion detection (no recording in idle state).
- Integrate with existing CCTV network for monitoring in the central control room.
- Configure mobile app for AOA security managers and email alerts for faults.

S5 – Testing & Commissioning

- Test all 120 cameras for: image quality, IR night vision, motion detection, recording continuity.
- Verify NVR connectivity, remote access, email/mobile alert functionality.
- Conduct 72-hour continuous recording trial before handover.
- Prepare and submit Test & Commissioning Report with AOA sign-off.

S6 – Documentation Handover

- As-Built Drawings showing camera locations and cable routes.
- IP Address Register for all 120 cameras.
- Cable Route Document with labeling schedule.
- NVR Configuration Document.
- Original Warranty Certificates for all equipment.
- User Manual and Maintenance Schedule.
- Signed Handover Certificate.

S7 – Training

- Minimum 4-hour training session for AOA security staff and control room operators.
- Topics: camera access, NVR operation, mobile app usage, alert management, basic troubleshooting.
- Training completion certificate to be submitted.

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SECTION 3: TECHNICAL SPECIFICATIONS

All equipment supplied must strictly conform to the following technical specifications. Approved OEMs are listed; equivalents require prior written approval from AOA.

As per the Brand and Models given in section 2.2

SECTION 4: EARNEST MONEY DEPOSIT (EMD) & PERFORMANCE SECURITY

4.1 Earnest Money Deposit (EMD)

EMD AMOUNT: Rs. 50,000/- (Rupees Fifty Thousand Only)

- EMD is MANDATORY. Tenders without valid EMD shall be SUMMARILY REJECTED without any consideration.
- Acceptable forms: Demand Draft (DD) or Bank Guarantee from a Scheduled Commercial Bank, drawn in favour of "KV II AOA".
- NOT acceptable: Cash, Cheque, UPI, NEFT, or Pay Orders from Co-operative Banks.
- EMD must be placed in a separate sealed envelope marked 'EMD – KV2/CCTV/LIFT/2026/001' inside the main bid package.

4.2 EMD Refund

- Unsuccessful bidders: EMD refunded within 10 working days of contract award.
- Successful bidder: EMD retained until Performance Bank Guarantee (PBG) is submitted and contract is signed.
- PBG submitted and contract signed: EMD released within 7 working days.

4.3 Forfeiture of EMD

The EMD shall be forfeited WITHOUT NOTICE in any of the following circumstances:

- Bidder withdraws or modifies the bid after submission during bid validity period.
- Successful bidder fails to accept Award of contract within the stipulated time.
- Successful bidder fails to submit Performance Bank Guarantee within 7 days of Award of contract.
- Successful bidder fails to sign the contract agreement within 7 days of Award of contract.
- Bidder is found to have submitted false, forged, or misleading documents.
- Bidder engages in canvassing, corrupt practices or undue influence.
- Bidder quotes conditional bids that materially change the terms of tender.

4.4 Performance Bank Guarantee (PBG)

PERFORMANCE BANK GUARANTEE DETAILS

PBG Amount	5% of Total Contract Value (Inclusive of GST)
Form	Bank Guarantee from Scheduled Commercial Bank
Validity	Contract period + 6 months beyond warranty expiry
Submission Deadline	Within 7 calendar days of receipt of Award of contract
Format	As per Annexure E – PBG Format



SECTION 5: PENALTY CLAUSES & LIQUIDATED DAMAGES

These penalty clauses form an integral part of the contract. The Contractor must NOT suspend services while disputing any penalty. Disputes on penalty to be raised in writing to AOA Managing Committee.

5.1 Liquidated Damages (LD) for Delay in Project Completion

LD Rate	0.5% of the total contract price per week of delay (or part thereof)
Maximum LD	5% of total contract price
Trigger	Failure to complete project within 6 weeks from date of Award of contract
Deduction	Automatically deducted from running bills / final bill – no separate notice required
Post-Cap Action	If maximum LD (5%) is reached, AOA may terminate contract and invoke PBG

5.2 Delay in Sample Installation

- Trigger: Failure to complete 2-camera pilot and obtain AOA sign-off within 2 weeks of Award of contract.
- Penalty: Rs. 500/- per day of delay.
- Maximum: Rs. 10,000/- – beyond which AOA may engage alternate agency at Contractor's cost and risk.

5.3 SLA Breach during Warranty & AMC

Occurrence	Trigger	Penalty
1st Breach	Response/resolution time missed	Written warning issued
2nd Breach	Camera offline > 24 hours	Rs. 100/- per day per camera offline beyond 24 hrs
3rd Breach	Same camera / location again	Rs. 500/- per day per camera + formal notice
> 5 breaches/year	Repeated SLA failures during warranty period	AOA may terminate AMC and invoke PBG for balance warranty cost

5.4 Bulk Camera Failure Penalty

- Trigger: More than 10% of cameras (i.e., more than 12 cameras) simultaneously offline due to Contractor fault.
- Penalty: Rs. 500/- per day until all cameras restored.
- If downtime exceeds 72 hours: Additional penalty of Rs. 500/- per occurrence.
- Repeated occurrences (more than 3 in a year): Termination of contract with PBG forfeiture.

5.5 Non-Approved or Substandard Equipment

- Supply of equipment not from approved OEM list, or refurbished/counterfeit equipment.
- Action: Immediate replacement at Contractor's cost within 7 days.
- Penalty: Rs. 1,000/- per non-compliant item discovered.
- PBG may be invoked for repeated non-compliance. Third-party testing at Contractor's expense.

5.6 Incomplete Documentation

- Trigger: Failure to submit complete documentation within 7 days of commissioning.
- Penalty: Rs. 100/- per day per document pending.
- Final payment (Milestone 3) withheld until all documentation is accepted by AOA.

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5.7 Non-Compliance with Periodic Calibration

- Penalty: Rs. 1,000/- per missed scheduled maintenance visit.
- Two consecutive missed visits: AOA may arrange calibration through alternate agency; cost + 25% admin charge deducted from PBG.

5.8 Failure to Submit PBG on Time

- Day 8 to 10 after Award of contract: Written notice with 3-day cure period.
- If still not submitted: EMD forfeited AND contract awarded to next eligible bidder.
- Defaulting bidder barred from AOA tenders for 2 years.

5.9 Canvassing & Corrupt Practices

Any Contractor found to have offered bribes, gifts, kickbacks or any form of inducement to AOA members, committee members or their associates shall face:

- Immediate disqualification and cancellation of bid or contract.
- Forfeiture of EMD and Performance Bank Guarantee.
- Matter reported to Police / Anti-Corruption Bureau.
- Blacklisted for 5 years from all KV-II AOA tenders.

5.10 Maximum Aggregate Liability

Liability Type	Cap / Limit
Total LD for project delay	Maximum 5% of contract price
SLA penalties during warranty period	Maximum 5% of contract price
Equipment replacement	Unlimited – Contractor must replace at own cost
Performance Bank Guarantee covers	5% of contract price
Overall maximum liability	100% of contract price (except fraud / willful default)

NOTE: Penalty clauses and Liquidity damages are applicable for the work awarded only.

SECTION 6: GENERAL TERMS & CONDITIONS

6.1 Contract Period

- Project must be completed within 6 (six) weeks from date of Award of contract.
- Week 1-2: Site survey, documentation, procurement of materials. Sample installation of 2 cameras and sign-off.
- Week 3-5: Full deployment of remaining 118 cameras.
- Week 5-6: Testing, commissioning, documentation handover and training.
- Any extension requires prior written approval from AOA and is subject to LD clause.



6.2 Payment Terms

Milestone	Payment %	Trigger / Condition
Advance	NIL (0%)	No mobilization advance shall be paid.
Milestone 1	50%	Delivery of all materials to site, verified by AOA and after Install and commission cameras in 2 lift units as a pilot installation.
Milestone 2	20%	Commissioning of all 120 cameras and AOA sign-off.
Milestone 3	20%	Submission of all documentation and training completion.
Milestone 4	10%	Handing over /taking over of all.

All payments are subject to TDS deduction as applicable under Income Tax Act.

6.3 Prices – Firm and Fixed

- All quoted prices shall be FIRM AND FIXED for the entire contract duration.
- No price escalation on account of material cost, labour rates, currency fluctuation or any other factor.
- Prices inclusive of all taxes, GST, levies, freight, insurance and incidental costs.

6.4 Quality Assurance

- All equipment must be new, unused, and of latest available model from approved OEMs.
- No refurbished, second-hand or reconditioned equipment shall be supplied.
- AOA has the right to inspect and test materials before installation.
- Rejected materials to be replaced within 3 working days at no additional cost.
- Original invoices and warranty cards must be provided for all equipment.

6.5 Subcontracting

- Contractor shall NOT subcontract the entire scope of work.
- Specific non-critical activities (e.g., cable pulling) may be subcontracted with prior written approval of AOA.
- Contractor remains fully responsible and liable for all subcontracted works.

6.6 Warranty & SLA

- 2-Year Comprehensive Warranty (parts + labour) from commissioning date of complete project.
- SLA Priority 1 (Critical – block offline): Response 2 hours, Resolution 8 hours.
- SLA Priority 2 (Major – 1-5 cameras offline): Response 4 hours, Resolution 24 hours.
- SLA Priority 3 (Minor – quality/recording issues): Response 8 hours, Resolution 48 hours.
- Dedicated helpdesk number (Mon-Sat, 8AM-8PM) and 24x7 emergency contacts.
- Preventive maintenance visits every 2 months (6 visits per year) – free during warranty.
- 1-Year AMC post-warranty (mandatory) – to be quoted separately in Price Schedule.

6.7 Monitoring & Alert System

- Mobile App configured for up to 10 designated AOA security managers, administrators and Contractor.
- Email alerts for camera offline events – sent within 15 minutes of fault detection to AOA.
- Repeat alerts every 2 hours until fault is resolved and acknowledged by Contractor.
- Monthly uptime/downtime report to be emailed to AOA.

6.8 Safety

- Safety helmets, footwear and reflective jackets mandatory for all site personnel.
- Work inside lift shafts only with lift locked out / tagged out and in presence of lift engineer.
- Any accident to be reported immediately to AOA office. All accidental losses will be borne by the contractor.

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6.9 Dispute Resolution

- All disputes first referred to AOA Managing Committee for resolution within 30 days.
- If unresolved, referred to arbitration as per Arbitration & Conciliation Act, 1996.
- Seat of arbitration: Noida, Uttar Pradesh. Language: English.
- Jurisdiction: Courts at Noida / Gautam Buddha Nagar.

6.10 Governing Law

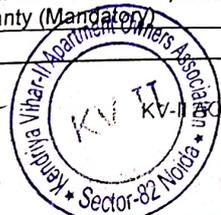
This contract shall be governed by the laws of India. All statutory requirements including Labour Laws, GST, and applicable regulations shall be complied with by the Contractor.

SECTION 7: BILL OF QUANTITIES – PRICE SCHEDULE (ANNEXURE B)

Bidder to fill in the UNIT RATE and MAKE/MODEL columns. All rates in Indian Rupees (INR), inclusive of all taxes and GST @ ---%. Grand Total must include all items.

S.No.	Item	Model	Qty	Unit Rate	Net Amount	GST%	GST Amount	Total Amount
1a	IP Dome Camera	CP Plus model : CP Plus CP UNC VB21L3 MDS – Vandal Model	120					
1b	IP Dome Camera	CP Plus Gold Series 2MP IP Dome Full HD Camera-Non Vandal	120					
2	NVR	CP-UNR-4K4322-V3 32Ch H.265+ 4K NVR	4					
3	POE Switch	D-Link 8-Port Gigabit PoE Switch – Qty may vary after the site visit.	40					
4	HDD	Western Digital WD Purple 4TB Surveillance HDD (WD40PURZ)	8					
5a	CAT-6A Shielded Cable (D-Link) –cable with RJ-45 connectors	D-Link						
5b	CAT-6A Armoured Cable (D-Link) –cable with RJ-45 connectors	D-Link						
6	P2P	Model TP-Link CPE210 2.4 GHz 300 Mbps 9 dBi Outdoor CPE	120					
7	Sign Board							
8.	Total Installation charges per CCTV		Job					
9.	1-Year AMC Post- comprehensive Warranty (Mandatory)		Job					

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Note: - 2- Years Comprehensive warranty.

SECTION 8: TECHNICAL COMPLIANCE CHECKLIST (ANNEXURE A)

To be filled by the Bidder and submitted with the Technical Bid. Yellow rows are bidder-fill fields.

BIDDER INFORMATION

Firm / Company Name

Authorised Signatory

Designation

Contact Number

Email Address

GST Registration No.

TECHNICAL PARAMETER COMPLIANCE

Parameter	Required Specification	Offered Specification (Bidder Fills)	Compliance YES/NO/PARTIAL
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As per the models given in the Section 2.2.

DECLARATION

I/We hereby declare that the above information is true and correct to the best of our knowledge. We confirm that all equipment offered complies with the Technical Specifications stated above. We understand that any false declaration shall lead to immediate disqualification and forfeiture of EMD.

Signature: _____

Name: _____

Designation: _____

Date & Stamp: _____

Rajarama 24/02/2026
SECRETARY, AOA

