

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	21-08-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	21-08-2026 11:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	150 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Gujarat
विभाग का नाम/Department Name	Education Department Gujarat
संगठन का नाम/Organisation Name	University Library Veer Narmad South Gujarat University
कार्यालय का नाम/Office Name	Estate
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod1.vnsgu.gj@gembuyer.in Buyer Email id: buycon22.ulvnsgu.gj@gembuyer.in
वस्तु श्रेणी /Item Category	AMC of Integrated Security and Surveillance System - Remote Video Monitoring, As per GEM BID ATC; Comprehensive; Software, License, As per GEM BID ATC; Consumables to be provided by Buyer
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	90 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 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
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (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	3 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	4500000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	135000

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).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। 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 :

Registrar
Veer Narmad South Gujarat University, Surat
(Registrar)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder

Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.

5. 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.

6. 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.

7. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs from the State of Bid Inviting Authority having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry/ State of Bid Inviting Authority. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017 and its subsequent Orders/Notifications issued by concerned Ministry. Benefits of MSE will be allowed only if seller/service provider is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

8. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

9. 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.

10. 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.

11. 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

Scope of Work:[1786002817.pdf](#)

List of Consumable required, incase of Non Comprehensive Service:[1786002824.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
10-08-2026 16:00:00	Purchase Cell, Veer Narmad South Gujarat University, Surat. (online link : VNSGU Purchase Cell General Meeting Link https://meet.google.com/gbx-krwp-czt) Contact No. 0261-2203042

AMC Of Integrated Security And Surveillance System - Remote Video Monitoring, As Per GEM BID ATC; Comprehensive; Software, License, As Per GEM BID ATC; Consumables To Be Provided By Buyer (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
ISS Components	Remote Video Monitoring , As per GEM BID ATC
AMC Type	Comprehensive
Components to be covered under AMC	Software , License , As per GEM BID ATC
Cost for Consumables Materials	Consumables to be provided by Buyer
Type of Premises	Educational , As per GEM BID ATC
Control Unit Type	Control Room
Preventive Maintenance	As per GEM BID ATC
Data Backup and Recovery Required	As per GEM BID ATC
Event Analysis & Critical Reporting	As per GEM BID ATC
Manpower (Technical Support Engineer / Resident Engineer) Deployment	Not Required
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
No. of Locations for manpower deployment	As per Tender Condition
No. of manpower required per location	As per Tender Condition

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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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	Hingu Sandeepkumar Kantilal	395007,First Floor, Computer Pool, Opp. Canteen, Veer Narmad South Gujarat University.	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions**1. Generic**

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 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 25 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 25 percent with the consent of the service provider

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

4. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

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.

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 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---



GEM BID FOR VIDEO MANAGEMNET SOFTWARE SERVICE



**VEER NARAMD SOUTH GUJARAT UNIVERSITY,
SURAT-395007**
www.vnsgu.ac.in

Part A – Scope of Work

The scope of work includes the **VIDEO MANAGEMENT SOFTWARE SERVICE** as per the GeM bid specifications at Veer Narmad South Gujarat University (VNSGU), Surat.

- The successful bidder shall also provide:
 - VIDEO MANAGEMENT SOFTWARE SERVICE at VNSGU within the prescribed time limit.

Part B – Service Level Agreement (SLA)

I. Acceptance of GeM Conditions

We hereby confirm acceptance of all **General Terms & Conditions (GTC) of GeM**, including but not limited to:

1. **Timeline**
OEM/bidder shall provide service within the period specified in the GeM contract.
2. **Support**
VIDEO MANAGEMENT SOFTWARE SERVICE shall be provided with technical support during the period.
3. **Payment Terms** – As per GeM GTC and bid-specific terms: strictly **no advance payment**; 100% payment after successful completion of service
4. **Force Majeure & Termination** – Governed by GeM GTC and GFR 2017 rules.

☒ Accepted in full without deviation.

II. VNSGU-Specific Conditions

The following special conditions shall apply in addition to GeM GTC:

1. **Service Support Presence**
 - OEM or authorized partner must maintain a **functional service/support centre in Gujarat** with trained engineers.
 - Escalation Matrix (Annexure V) must be submitted.
2. **Performance Bank Guarantee (PBG)**
 - A EPBG of **3–5% of contract value** may be demanded from the successful bidder as per GeM/GFR rules, valid through the warranty period.

1. Indemnity & Liability

- OEM/Bidder shall indemnify VNSGU against all claims, damages, or losses arising from product failures, IP/software infringement, or statutory violations.

2. Confidentiality & Data Ownership

- All calibration data, reports, training materials, and test results remain the property of VNSGU.
- OEM/bidder shall not use or disclose these without prior written approval.

3. Audit & Inspection Rights

- VNSGU and authorized auditors shall have the right to inspect records, calibration logs, and service reports during the contract period.

4. Termination for Cause / Convenience

- VNSGU may terminate the contract:
 - For default/breach of SLA, non-performance, or misrepresentation.
 - For convenience, with **30 days' written notice**, as per GeM/GFR rules.

5. Force Majeure

- Neither party shall be held liable for delays/failures due to events beyond control (natural disasters, strikes, wars, etc.).
- The affected party must notify the other within **7 days** of occurrence.

6. No Subletting / Assignment

- The contract shall not be assigned or subcontracted without prior written approval of VNSGU. Unauthorized subletting will lead to termination.

7. Dispute Resolution & Jurisdiction

- Disputes shall be resolved under the **Arbitration & Conciliation Act, 1996**.
- Jurisdiction shall lie exclusively with the competent courts at **Surat, Gujarat**.

8. Governing Law

- This agreement shall be governed by:
 - **GeM General Terms & Conditions (GTC)**
 - **Gujarat Procurement Policy 2024 (GPP 2024)**
 - **General Financial Rules (GFR) 2017**
 - Applicable Indian statutory laws.

9. Final Authority

- The **Vice-Chancellor, VNSGU**, shall be the final authority for all decisions relating to compliance, administration, and SLA enforcement, subject to GeM/GFR remedies.

11. Right to Cancel the Bid / Reject Any or All Bids

- VNSGU reserves the right to **cancel the bidding process at any stage**, including pre-bid, technical evaluation, or after opening of financial bids, without assigning any reason.
- VNSGU also reserves the right to reject any bid, wholly or partly, without incurring any liability to the affected bidder(s).
- No claim, compensation, or damages shall be entertained by VNSGU on account of such cancellation or rejection.

Part C – Payment Terms

1. No Advance Payment

- No advance payment shall be made under any circumstances.

2. Full Payment After Acceptance

- **100% payment** shall be released only after completion of service at VNSGU.

3. Statutory Deductions

- All applicable statutory deductions (TDS, GST-TDS, etc.) shall be made as per prevailing government rules.

4. Performance Bank Guarantee (EPBG)

- If required under GeM/GFR, a **Performance Bank Guarantee of 5% of contract value** shall be submitted by the successful bidder, valid for the full warranty period.

5. Penalty Adjustments

- Any penalties imposed for **delays, uptime shortfall, or SLA breach** shall be deducted from the payment due.

Part D – Minimum Eligibility Criteria

1. OEM Authorization Requirement

- The bidder must be either:
 - The **Original Equipment Manufacturer (OEM)** of the VMS Service, **OR**
 - An authorized partner/dealer/distributor of the OEM, duly authorized.
- **Proof Required:**
 - OEM: Self-certification on OEM letterhead.
 - Authorized Partner: OEM Authorization Certificate (Annexure II).

2. Legal Registration

- Bidder must be a legally registered entity in India (Proprietorship / Partnership / LLP / Pvt. Ltd. / Public Ltd.).
- **Proof Required:** GST Registration Certificate, PAN Card, and Certificate of Incorporation.

3. Average Annual Turnover

- **Bidder Turnover Requirement**
 - The bidder's average annual turnover during the last **3 financial years** must be **≥ ₹18,00,000/- Lakhs**.
- **OEM Turnover Requirement**
 - The OEM's average annual turnover during the last **3 financial years** must be **≥ ₹ 1,44,00,000/- Lakhs**.
- **MSME/Startup Exemption Rule (as per GPP 2024 & GFR 2017)**
 - Exemption from turnover requirement shall be available **only if the OEM is registered as an MSME (Udyam) or recognized Startup (DPIIT)**.
 - Bidders who are merely resellers/distributors of a non-MSME OEM **cannot claim exemption** based on their own MSME/Startup registration.
- **Proof Required:**
 - CA-certified Turnover Certificate(s) for Bidder.
 - CA-certified Turnover Certificate(s) for OEM.

4. Past Experience

- **Bidder Experience Requirement**
 - The bidder must have successfully executed similar works in Govt/PSU/University/Research Lab/Private sector during the last **3 years**, with at least:
 - One similar completed work of **35% of bid value**, OR
 - Two similar completed works of **20% each**, OR
 - Three similar completed works of **15% each**.
- **MSME/Startup Exemption Rule (as per GPP 2024 & GFR 2017)**
 - Exemption from past experience requirement shall be available **only if the OEM is registered as an MSME (Udyam) or recognized Startup (DPIIT)**.
 - Bidders who are merely resellers/distributors of a non-MSME OEM **cannot claim exemption** based on their own MSME/Startup registration.
- **Proof Required:**
 - Work Orders / Completion Certificates / Consignee's Acceptance Reports / Payment Proofs for both Bidder and OEM.

5. Service & Support Presence

- The OEM or its authorized partner must have a **functional service/support centre in Gujarat** with trained engineers to ensure warranty obligations.
- **Proof Required:** Service centre details & contact person.

6. Earnest Money Deposit (EMD)

- EMD to be submitted as per GeM Bid conditions.
- **Exemption:** Available **only if the OEM is MSME/Startup**, not if the bidder alone is MSME.
- **Proof Required:** DD/BG (for non-exempted bidders) or Valid Udyam/DPIIT Certificate of OEM (for exemption).

7. Non-Blacklisting Declaration

- Neither the bidder nor the OEM should be blacklisted by any Govt/PSU/Institution/GeM.

- **Proof Required:** Annexure VII – Self-Declaration.
-

8. Land-Border Declaration (GFR 2017, Rule 144(xi))

- Bidders from land-border countries must submit MHA Registration.
 - Bidders not from such countries must provide a self-declaration.
 - **Proof Required:** Annexure VIII – Land Border Declaration.
-

9. Local Supplier Declaration (Mandatory – GPP 2024)

- As per Public Procurement (Preference to Make in India), Order 2017 & GPP 2024:
 - **Class-I Supplier:** $\geq 50\%$ local content.
 - **Class-II Supplier:** 20–49.99% local content.
 - **Non-local Supplier:** $< 20\%$ local content.
- **Proof Required:** Annexure VI – Local Supplier Declaration.

Part E: Submission Guidelines

Bidders are required to submit/upload the following documents strictly as per the **GeM portal button mapping**. Any deviation, missing document, or misrepresentation may result in rejection of the bid.

1. Past Turnover (GeM Button: “Past Turnover”)

- **Annexure I – Declaration of Average Annual Turnover (Bidder + OEM)**
 - CA-certified Turnover Certificates (Bidder – last 3 years)
 - CA-certified Turnover Certificates (OEM – last 3 years)
-

2. Past Experience (GeM Button: “Past Experience”)

- **Annexure II – Declaration of Past Work Experience (Bidder + OEM)**
 - Work Orders, Completion Certificates, Consignee’s Acceptance Reports, or Payment Proofs (Bidder)
 - OEM Global/Indian Installation Proofs (OEM)
-

3. Certificates (GeM Button: “Certificates”)

Bidders must upload scanned copies of the following statutory and mandatory certificates:

- GST Registration Certificate
- PAN Card
- Certificate of Incorporation / Registration
- OEM Authorization Certificate (if bidder is not OEM)
- MSME/Udyam Registration Certificate of OEM (if applicable)
- DPIIT Startup Recognition Certificate of OEM (if applicable)
- ISO 9001 Certificate of OEM (if available)
- CE / BIS / IEC or equivalent certification for instrument (if available)
- **Cancelled Cheque of Bidder’s Account** (for bank verification – linked to Annexure V)

4. ATC Document – 1 (GeM Button: “Documents Supporting ATC – 1”)

- **Annexure III – EMD Submission / Exemption Declaration**
 - If EMD submitted: Demand Draft / Bank Guarantee copy
 - If EMD exempted: OEM MSME/Startup Certificate (mandatory)

5. ATC Document – 2 (GeM Button: “Documents Supporting ATC – 2”)

(All documents must be combined in one PDF, page-numbered, and indexed)

- **Annexure IV – Confirmation of Acceptance of Scope, SLA, Payment Terms & Technical Compliance**
- **Annexure V – Bidder Information Form (including Escalation Matrix & Bank Details)**
- **Annexure VI – Local Supplier Declaration (as per GPP 2024 & PPP-MII Order 2017)**
- **Annexure VII – Self-Declaration Regarding Non-Blacklisting**
- **Annexure VIII – Land Border Declaration (as per GFR Rule 144(xi))**
- **Annexure IX – Price Reasonability Certificate**

6. Hard Copy Submission (if applicable)

- As per GeM BID conditions **EMD** (Demand Draft / Bank Guarantee) is required, the original instrument must be submitted physically at the **University’s Purchase Section, VNSGU, Surat**, before the bid submission deadline.
- Envelope must be superscribed with:
“**VIDEO MANAGEMENT SOFTWARE SERVICE– EMD Submission**”

☒ **Checklist before Submission**

- Annexure I–IX filled, signed, and stamped properly.
 - All certificates uploaded under correct GeM button.
 - Turnover & experience proof for **both Bidder and OEM** attached.
 - Cancelled cheque of **Bidder’s account** attached with Certificates & Annexure V.
 - OEM MSME/Startup exemption applied only if OEM certificate available.
 - All annexures compiled for ATC Document 2 in single PDF (indexed & page-numbered).
-

Annexure I – Declaration of Average Annual Turnover and Exemption Eligibility
(To be submitted on Bidder's letterhead and signed by Authorized Signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Declaration of Average Annual Turnover and Exemption Eligibility under Bid Requirements

Part A – Bidder's Average Annual Turnover

We hereby declare that our organization (the Bidder) has the following turnover for the last three financial years, which meets the minimum turnover requirement ($\geq 50\%$ of estimated bid value), as specified in the tender:

Financial Year	Annual Turnover (₹)	CA Certificate Attached (Yes/No)
2022–23		
2023–24		
2024–25		

☒ Enclosure Required: **CA-certified Turnover Certificate(s)** for the above years.

Part B – OEM's Average Annual Turnover

We further declare that the Original Equipment Manufacturer (OEM) of the offered VMS Service has the following average annual turnover, which meets the minimum OEM requirement ($\geq 4\times$ the estimated bid value):

Financial Year	Annual Turnover (₹)	CA Certificate Attached (Yes/No)
2022–23		
2023–24		
2024–25		

☒ Enclosure Required: **OEM's CA-certified Turnover Certificate(s)** for the above years.

Part C – Exemption Eligibility (if applicable)

We claim exemption from the turnover requirement under valid MSME/Startup status, as per Gujarat Procurement Policy (GPP) 2024.

☐ We are a registered **MSME (Udyam)**

☐ We are a **DPIIT-recognized Startup**

☒ Enclosure required (if exemption claimed): Valid Udyam / MSME / DPIIT Startup Registration Certificate.

Final Declaration

We hereby certify that:

- The information provided above is true and correct to the best of our knowledge.
- Supporting CA-certified turnover certificates (Bidder & OEM) are enclosed.
- We understand that any misrepresentation or false declaration may result in rejection of our bid and appropriate legal/contractual action.

Authorized Signatory (Bidder):

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Place: _____

Annexure II – Declaration of Past Work Experience (Bidder + OEM)
(To be submitted on Bidder's letterhead and signed by Authorized Signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Declaration of Past Work Experience under Bid Requirements

Part A – Bidder's Past Experience

We, [Bidder Name], hereby declare that we have successfully executed similar works during the last three financial years, as per eligibility requirements.

Sr. No.	Client Name & Address	Work Order No. & Date	Description of Work	Order Value (₹)	Completion / Payment Proof Attached (Yes/No)
1					
2					
3					

☒ **Enclosures Required:**

- Copy of Work Orders / Contract Agreements (maximum 5)
 - Work Completion Certificates OR Payment Proofs OR Consignee's Acceptance Reports
-

Part B – OEM's Past Experience

We further declare that the **OEM [OEM Name]** of the VMS Service Measurement has prior experience of supplying **similar service** in India or abroad, as per eligibility requirements.

Sr. No.	Institution / Organization	Country	Work Order No. / Reference	Description of Instrument Supplied	Year	Proof Attached (Yes/No)
1						
2						
3						

☒ **Enclosures Required:**

- OEM's Work Orders

Part C – Exemption Eligibility (if applicable)

As per **GPP 2024** and **GFR 2017**, exemption from past experience requirement shall be applicable **only if the OEM is registered as MSME (Udyam) or recognized Startup (DPIIT)**.

- ☐ OEM is MSME (Udyam)
- ☐ OEM is DPIIT-recognized Startup
- ☒ Enclosure Required: Valid Udyam / MSME / Startup Registration Certificate of OEM.

Note: Bidders who are only resellers/distributors of a non-MSME OEM cannot claim exemption based on their own MSME/Startup registration.

Final Declaration

We certify that the above information is true and complete to the best of our knowledge.

We understand that:

- Misrepresentation of past experience may lead to rejection of the bid.
- Both **Bidder's experience** and **OEM's experience** are mandatory for eligibility, except where exemptions apply.

Authorized Signatory (Bidder):

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Place: _____

Annexure III – EMD Submission / Exemption Declaration

(To be submitted on Bidder's letterhead, signed & sealed by Authorized Signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Declaration for Submission of EMD or Claiming Exemption under MSME/Startup Provisions

Option A – EMD Submission via Demand Draft / Bank Guarantee

We hereby submit the Earnest Money Deposit (EMD) for the above-mentioned tender as per details below:

Particulars	Details
Name of Bidder	
DD / BG Amount (₹)	
DD / BG Number	
Date of Issue	
Bank Name & Branch	
Payable To	Registrar, Veer Narmad South Gujarat University
Payable At	Surat, Gujarat

☒ **To be submitted (Hard Copy):** Original Demand Draft / Bank Guarantee must be submitted physically at the University's Purchase Section before the deadline.

Option B – EMD Exemption Declaration (OEM MSME/Startup only)

We hereby declare that the **OEM [OEM Name]** of the offered **VMS Service** is registered as:

- ☐ MSME (Udyam-registered Micro/Small Enterprise)
☐ DPIIT-recognized Startup (Startup India)

and is therefore **exempted from submission of EMD** as per **GeM, GFR 2017, and Gujarat Procurement Policy (GPP) 2024**.

☒ **Enclosure Required:** Valid OEM Udyam / MSME / Startup Certificate.

⚠ Important Clarification (as per GPP 2024 & GFR 2017):

- EMD exemption is **only applicable if the OEM is MSME/Startup**.
- Bidders who are resellers/distributors of a non-MSME OEM **cannot claim exemption** based on their own MSME/Startup registration.
- If valid OEM exemption proof is not provided at the time of bid submission, and EMD is also not deposited, the bid will be **summarily rejected**.

Final Declaration

We hereby certify that the above declaration is true and correct.

We understand that misrepresentation of EMD exemption status may result in bid rejection, blacklisting, and legal action.

Authorized Signatory (Bidder):

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Place: _____

Annexure IV – Confirmation of Acceptance of Scope of Work, SLA, Payment Terms & Technical Compliance

(To be submitted on Bidder's letterhead and signed by Authorized Signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Confirmation of Acceptance of Scope, SLA, Payment Terms & Technical Compliance

Part A – Acceptance of Scope of Work

We hereby confirm that we have read and understood the complete **Scope of Work** as defined in the bid for **VMS Service** at VNSGU, Surat.

We fully accept to execute the work in accordance with the terms specified in the bid document.

☒ Accepted in full

Part B – Acceptance of Payment Terms

We confirm that we accept the **Payment Terms** as defined in the bid:

- No advance payment.
- 100% payment upon successful after completion of service at VNSGU.
- Penalties and statutory deductions as per SLA and applicable law.

☒ Accepted in full

Part D – Technical Compliance Sheet (AS PER ATC)

We confirm **technical specifications** of service as mentioned in the bid.

Sr. No	Parameters	Compliance Yes/No	Remarks
1	General Requirement		
	The VMS SERVICE shall support client applications including System client and Web client		
	The VMS SERVICE shall support login by user name and password. It shall also manage all user information, permissions, license, operation information and system information.		
	The VMS SERVICE shall support unified time synchronization among all devices in the system and daily user and maintenance information management.		
	The video recording management shall support several types of storage device such as DAS, NAS, IPSAN, direct storage etc. It shall enable centrally management of NVR, storage devices offering video searching, playback, managing and downloading		
	Shall have Network management server which regularly acquires the status of video devices such as NVR, Network camera, storage boxes and running status of servers of system.		
	Shall have an Alarm management server which provides alarm events and maintains the logs of alarm management. It shall also receive I/O alarms triggered by alarm host such as recorder, camera and so on. IT shall also be responsible to trigger linked actions like push alarm notification to clients, sending e mail, calling presents in PTZ etc.		
	VMS Service should be able to add Onvif IP Camera.		
	VMS Service should support login up to 100 concurrent use including Web and System Client with or without external streaming server.		

2	Administration functions and operation functions are performed separately in the following clients:		
	Web Client: All administration of VSM shall be performed using a web browser client via LAN, WAN or Internet. No client software is required for administration of the system.		
	Control Client/System Client: All security operator features shall be accessed through the Control Client connected to VSM via LAN, WAN, or Internet		
3	The software shall have Facility to backup and restore system data with following options :		
	Shall set database backup , including configured data, configured pictures, received events, received alarms, video analysis data, and server logs		
	Shall set the frequency of backup as daily, weekly or monthly		
	Shall Restore the Backup files to get back up of system data.		
	It Shall support H.264, H.264+, H.265, and H.265+ encoding formats based on supported by IP Camera/NVR/DVR.		
4	It Shall remotely connect to the VSM server via TCP/IP and perform the following functions:		
	1. Add encoding devices to the VSM using the following discovery options:		
	a. IP/Domain		
	b. IP Segment		
	c. Port Segment		
	d. Batch Import		
	2. When adding NVRs and Network Cameras, devices shall have the option to automatically create logical areas by device name or add to an existing area.		
	a) Automatically add device's recording schedule for future remote management. It Shall be able to set and modify NVR recording schedules.		
	b) When adding an NVR, user can check the online and offline status of NVR channels.		
	3. Once added, shows the online/offline status of devices in both physical view and logical view.		
	4. Shall remotely configure NVRs and Network Cameras and set all functions that are available if connecting to devices directly.		
	5. When adding Hybrid SANs, shall be able to set as host server for network camera or as an N+1 hot spare for Hybrid SANs recording redundancy		

	6. It Shall add up to Min 8 Smart Walls		
	7. It Shall support the linkage between decoding device's video outputs and Smart Wall screens.		
	8. Upgrade device firmware via Web Client for group of devices		
	a). Simultaneous upgrade		
	b). Set upgrade schedule		
	9. Restore/reset device password		
5	Recording: Software Shall have the ability to configure camera recording schedule and Picture Storage.		
	1. Recording Configuration		
	a. Batch add new recording schedules		
	b. Delete/modify existing recording schedules		
	c. Filter recording schedules by customized rules		
	2. Picture Storage: Events and alarms on VSM server's HDD		
	a. Turn on/off Picture Storage		
	b. Select picture storage location.		
	3. Recording Template Configuration shall have the ability to:		
	a. Add multiple recording templates		
	b. Delete/edit recording template		
	c. Filter existing recording schedules by customized rules		
	d. Set recording schedule for channels imported into the Central System from Remote Sites.		
6	Software shall have Map management functionality with following functions :		
	a. Shall upload picture or import existing map of other area to link related map to the area		
	b. Shall edit picture or map name		
	c. Shall unlink the map to cancel the linkage between the map and area		
	d. Shall zoom in or zoom out the map		
	e. Shall adjust the map area for view and switch between GIS map and related map		
	f. Shall add cameras as hot spots on the related map		
	g. Shall adjust the hot spot location, edit, and delete hot spot		
	h. Shall add a map to another map as a hot region		
	i. Shall adjust hot region location, edit hot region, and delete hot region		
	j. Shall add sites/cameras/alarm inputs/alarm outputs on GIS map to show the geographic location		

7	Software shall support User and Permission management for easy access of functionalities to multiple software users with following options :		
	a. Shall create user profile groups defined as Roles with detailed permissions of Logical areas, Devices/cameras/NVR/ DVR and Management/ configuration function permissions.		
	b. Create user name and Assign roles to the user.		
	c. Default password or set a password for initial login and then user must create a unique password		
	d. Set expiry date of user profile		
	e. Email address setting: if the user forgets his/her password, he/she can reset password via email		
	f. Select user status as active or inactive		
	g. For each user, restrict concurrent logins		
	h. PTZ control permission level: notify the user with lower PTZ permission that PTZ control has been appropriated by another user with higher permissions.		
	i. Force logout		
	j. Select users and activate/inactivate them in a batch		
	k. shall support Active Directory Integration to import Windows domain users and assign them to roles		
8	Shall support functionality of sending various type of reports such as event/alarms, Analytics reports, Device logs, health monitoring report etc on configured email IDs at particular configured time on Daily/weekly basis.		
9	Software shall have fuctionality to setup Secured FTP to collect all important evidence video clips with details like incident type, incident location type, result etc.		
10	Software shall have facility to Set Clients and server transfer protocol as HTTP or HTTPS for secuirty of system data.		
11	Software shall have facility to create certificate between services in system and export certificate between system and Recording Server		
12	Software shall support following Health Monitoring functionality on Client machine :		
	1. Ability to provide near real-time information about the status of the Server and added resources (e.g. Recording Servers, Streaming Servers, connected cameras, encoding devices). It is critical to multiple aspects of operating the servers or devices and is especially important for maintenance. When a resource exception occurs, you can enter this module to check the resource status and find out the abnormal device(s) and view the exception details.		

	2. Overview: Provide status of the following devices and the ability to click on items for a detailed report if there is no network transmission device added in the platform:		
	a. Set auto refresh or refresh manually		
	b. Display health monitoring on different screen		
	i. Memory Status		
	ii. CPU status		
	iii. RAM Status		
	iv. Network Status		
	v. Streaming details.		
	e. Shall show details of Abnormal NVR/ DVR with details.		
	f. View link details, including stream rate, connected device type and port information, etc.		
	g. If there is data transmission failure between the devices, you can view the connection path to judge which link is disconnected, to maintain the link efficiently		
	h. Export the real-time status overview page in PDF format, or export the exception data in Excel/CSV format		
	3. Shall provide followin details to provide NVR/DVR status		
	a. Name		
	b. Address		
	c. Device Serial No.		
	d. Version		
	e. Network status		
	f. HDD status		
	g. HDD usage		
	h. Recording status(Local Device)		
	i. Default Stream		
	j. Access Protocol		
	k. Hot spare property		
	l. Arming status		
	m. RAID		
	n. First added time (client time)		
	o. Checking time (client time)		
	p. Operation : Refresh to immediately get the real-time status of the device		
13	Software shall Provide ability to perform following operations with functions :		
	The Control Client/System Client should be Windows-based software for security operators to access NVRs, Hybrid SANs, and network cameras using authorized client login credentials and view through the VSM. It shall provide multiple operating functionalities, including real-time live view, PTZ control, video playback and download/exporting, alarm management, VCA search, log query, and health monitoring module.		

	Shall have the ability to support login to the Control Client through HTTP or HTTPS		
	Shall have the ability to turn off and on VCA video overlay for both live and recorded video		
	Shall have the ability to display the online/ offline status of Remote Sites in Central System.		
	Shall have the ability to view 3 auxiliary screens on 1 Control Client/System and shall have the following modules and functions:		
	1) Live View :		
	a. Ability to view up to 256 channels		
	b. Ability to auto switch to sub stream of Network Camera, if more than 4 camera tiles are called up		
	c. The following functions are available on the tile toolbar for easy access to operator:		
	i. Capture: ability to save snapshots		
	ii. Print camera image		
	iii. Enable manual recording of displayed Network Camera		
	iv. Enable and utilize two-way audio		
	v. Digital zoom		
	vi. the PTZ functions, including rotation, auto scan, zoom in, zoom out, preset call, patrol call, pattern call.		
	vii. Activate on-screen PTZ controls		
	viii. Show camera statistics		
	ix. Switch to sub or main stream of camera		
	x. Fisheye expansion		
	2) Playback :		
	a. Ability to play back 1 to 16 cameras simultaneously		
	b. When playing multiple cameras simultaneously, have ability to view in non-synchronized and synchronized mode		
	c. Ability to export one or multiple cameras displayed simultaneously: i. Set export location ii. Set whether to download VSPlayer for viewing MP4 files iii. Export only in MP4 format		
	d. The following functions are available on the camera playback tile toolbar for easy access to operator:		
	i. Capture: ability to save JPEG snapshots		
	ii. Print camera image		
	iii. Clipping: ability to quickly export video clips		
	iv. Add tag to video		
	v. Digital zoom		

	vi. Lock video: to prevent video segments from being over written by schedule		
	vii. Video export		
	viii. Show camera statistics		
	ix. VCA search		
	x. Fisheye expansion		
	e. Supports channel decoding on the Smart Wall		
	f. Displays resolution ratio, encoding format, and frame rate of cameras		
	g. Plays back channels of Remote Sites		
	h. Supports dual-stream playback		
	i. Supports transcoding playback		
	j. Supports AVI format for video file download		
	k. Supports encryption for downloading in MP4 format		
	l. Supports clicking and playing directly after downloading with player in MP4 format		
	m. Supports privacy mask after downloaded and played with VSPlayer		
	n. Supports customizing download time		
	3) Video Search :		
	a. Ability to search for specific types of indexed video:		
	i. Tag: Video that has been auto tagged or manually tagged at a certain timestamp		
	ii. Lock: Search only video that has been “locked” to not be overwritten by schedule		
	iii. Segment: Ability to search for up to 7 days of video averagely divided into segments from 1 to 100		
	iv. Interval: Ability to search for up to 7 days of video divided by intervals from 1 to 60 minutes or seconds		
	v. Transaction Event		
	4) Map :		
	View maps created in the Web Client		
	i. Ability to click on camera icons for live view of the camera		
	ii. Ability to click camera and alarm input icons to set Arming Control		
	iii. Ability to click camera and alarm input icons to show the history alarm		
	iv. Dynamic icons that flash based on alarm status		
	v. Ability to click on alarm output icons to turn on alarm output		
	Event & Alarm: Shall have the ability to configure the following:		

	To avoid flooding operators with alarms, shall have the option of adding just an event from a device, that will be searchable via the Control Client, but not broadcast as an alarm:		
	a) Shall batch add the following Video Content Analysis (VCA) events from cameras if same is supported by existing devices:		
	Motion detection		
	Line crossing detection		
	Intrusion detection		
	Region entrance detection		
	Region exiting detection		
	b) Shall batch add alarm input events		
	c) Shall batch add Health Monitoring events from Device:		
	Device Offline		
	HDD Full		
	R/W HDD Failure		
	Video Standard Mismatch		
	Camera/Recording Resolution Mismatch		
	Array Exception		
	Illegal Login		
	d) Shall batch add Health Monitoring events from servers:		
	Server Exception		
	HDD Full		
	R/W HDD Failure		
	System Temperature Too High		
	CPU Temperature Too High		
	Environment Temperature Too High		
	Memory Exception		
	Disk Loss		
	Disk Warning		
	Bad Disk		
	Disk Disconnect		
	Physic Volume Alarm		
	Array Initialization		
	Array Rebuilding		
	Array Explanation		
	Array Degradation		
	Array Detection		
	Array Repair		
	Array Unavailable		
	Video Loss Alarm		
	Recording Exception Alarm		

	e) If an event is added or batch added and is not configured, the Web Client will offer to activate and remotely configure, if the event type is supported on the NVR or Network Cameras but not configured on the device		
	f) Shall batch delete all invalid events that are not supported on NVR or Network Camera		
	g) Shall have the ability to convert any of above stated events into an alarm		
	h) Shall support email linkage		
	i) After configuring a recording schedule, video files of events can be searched and played		
	Alarms: NVR and Network Camera events shall also be able to be added directly as alarms by using the Alarm Configuration tab		
	Alarm Priority shall be configured to one of three levels by default:		
	High, Medium, Low		
	Shall have the ability to set alarm recipients from users accounts set up in the VSM		
	Shall have the ability to associate up to 16 cameras recording with alarm events		
	Shall have the ability to associate a map with an alarm		
	Shall have the ability to trigger a pop-up window with an alarm event		
	Shall have the ability to lock associated alarm event video footage, so it is not autoerased based on the camera schedule		
	Shall support importing newly-added alarms of Remote Sites, and alarm linkage of popup window, audible warnings, alarms outputs, e-map linkage, Smart Walls, and email linkage		
	Alarm source, trigger events, and alarm priority can also be displayed		
	Shall support site offline alarm for Remote Sites		
	Shall support alarm linkage of Smart Walls; Smart Walls and screens can be selected		
	Shall support displaying alarms in alphabetical order		

Sr.No	Requirement
1.	Veer Narmad South Gujarat University currently operates a surveillance system comprising 1700+ Analog/IP Cameras integrated with storage devices such as DVRs, NVRs, and Hybrid SAN Storage systems. All cameras are centrally monitored through a Video Wall and existing VMS Service.
2.	The University requires procurement and implementation of a Video Management System (VMS SERVICE) with the following specifications: Required service for 1500-channel VMS SERVICE license. The VMS SERVICE must support ONVIF-compliant cameras. The system must be fully compatible with existing surveillance infrastructure.
3.	The bidder/vendor shall supply, design, and provision server hardware required for seamless operation of the proposed VMS SERVICE. The server configuration must be adequately sized based on OEM recommendations for: 1500-channel load, Video wall streaming, Recording and playback performance No additional cost for server hardware shall be borne by the University.
4.	The bidder must submit a Manufacturer Authorization Form (MAF) from the VMS SERVICE OEM.
5.	The VMS SERVICE OEM must have a registered office in the South Gujarat region.

Final Declaration

We hereby declare that:

- We have no deviations from the Scope of Work, SLA, Payment Terms, or Technical Specifications.
 - We undertake to execute the work strictly as per bid requirements.
 - Any misrepresentation may lead to rejection of our bid and legal/contractual consequences.
-

Authorized Signatory (Bidder) :-

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Place: _____

Annexure V – Bidder Information Form (Including Escalation Matrix)
(To be submitted on Bidder's letterhead and signed by Authorized Signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Submission of Bidder Information & Escalation Matrix

Part A – Bidder Information

Field	Details
Name of Bidder (Company/Firm)	
Type of Entity (Proprietorship/LLP/Pvt. Ltd./Public Ltd.)	
Date of Incorporation / Registration	
Registered Office Address	
Correspondence Address (if different)	
PAN Number	
GSTIN Number	
Udyam/MSME/Startup Registration No. (if applicable)	
OEM Name (if bidder is not OEM)	
OEM Registered Address	
GeM Seller ID	
Authorized Signatory Name & Designation	
Contact Number	
Email ID	

Part B – Bank Account Details (for Payment)

Particulars	Details
Account Holder Name	
Bank Name	
Branch Name	
Account Number	

IFSC Code	
MICR Code	

☒ **Enclosure Required:** Attached **Cancelled Cheque** for account verification.

Part C – Escalation Matrix for Service Support

(Mandatory under SLA – OEM/Bidder must provide 3-level escalation contacts)

Escalation Level	Contact Person	Designation	Email	Mobile No.	Response Time Commitment
Level 1 – Service Engineer					Within 24 hrs
Level 2 – Regional Service Head					Within 48 hrs
Level 3 – OEM Service Director / Country Head					Within 72 hrs

Part D – Declaration

We hereby declare that the above information is true and correct to the best of our knowledge.

We further confirm that:

- The contact persons listed in the **Escalation Matrix** are authorized and responsible for ensuring compliance with the **Service Level Agreement (SLA)**.
- Any change in bank details or escalation contacts will be immediately communicated in writing to VNSGU.
- We have attached a **cancelled cheque** as proof of bank account verification.
- Failure to adhere to escalation timelines will attract SLA penalties.

Authorized Signatory (Bidder):

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Place: _____

Annexure VI – Self-Declaration Regarding Non-Blacklisting

(To be submitted on Bidder's letterhead and signed by Authorized Signatory; OEM must also countersign or issue a separate declaration)

To

The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Self-Declaration of Non-Blacklisting

In response to the bid for **VMS Service**, we, **[Bidder Name]**, having our registered office at **[Bidder Address]**, do hereby declare the following:

1. That we have **not been blacklisted, debarred, or banned** by any Central / State Government Department, PSU, Autonomous Institution, Government Procurement Portal (including GeM), or Court of Law at the time of bid submission.
 2. That our **OEM [OEM Name]** of the offered **VMS Service** has also **not been blacklisted or debarred** by any Central / State Government Department, PSU, Autonomous Institution, Government Procurement Portal (including GeM), or Court of Law at the time of bid submission.
 3. We further declare that:
 - No pending case exists in any court of law against us or our OEM that may prohibit participation in public procurement.
 - If at any stage it is found that this declaration is false, our bid shall be rejected, our contract cancelled, and we shall be liable for legal and contractual action including blacklisting.
-

Final Declaration

We hereby certify that the above information is true and correct to the best of our knowledge and belief.

Authorized Signatory (Bidder):

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Place: _____

Annexure VII – Land Border Declaration (as per GFR 2017 Rule 144(xi))
(To be submitted on Bidder's letterhead and signed by Authorized Signatory; OEM must also issue countersigned declaration)

To

The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Self-Declaration Regarding Compliance with Rule 144(xi) of GFR 2017 (Land Border Provisions)

In response to the bid for **VIDEO MANAGEMENT SOFTWARE SERVICE WITH** we, **[Bidder Name]**, having our registered office at **[Bidder Address]**, hereby certify the following:

Option A – If OEM is NOT from a land-border sharing country

We confirm that neither we, the Bidder, nor our OEM **[OEM Name]**, are from a country that shares a land border with India as defined under Rule 144(xi) of the General Financial Rules (GFR) 2017.

Accordingly, no registration/approval from the Ministry of Home Affairs (MHA), Government of India, is required.

Option B – If OEM is from a land-border sharing country

We confirm that we/the OEM **are from a country sharing a land border with India**. Accordingly, we attach herewith a valid and current **Registration/Approval Certificate issued by the Ministry of Home Affairs (MHA), Government of India**, in compliance with Rule 144(xi) of the GFR 2017.

Final Declaration

- We understand that misrepresentation of information in this regard shall lead to rejection of our bid and cancellation of contract.
 - We further undertake that any change in status regarding the land-border provision during the contract period will be promptly notified to VNSGU.
-

Authorized Signatory (Bidder):

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Annexure VIII – Price Reasonability Certificate
(To be submitted on Bidder's letterhead and signed by Authorized Signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007
Gujarat, India

Subject: Price Reasonability Certificate

In response to the bid for **VMS Service**, we, **[Bidder Name]**, having our registered office at **[Bidder Address]**, do hereby certify that:

1. The price quoted in our bid for the above equipment is **fair, reasonable, and consistent with the prevailing market rates**.
 2. The quoted price has not been artificially inflated and is in line with the pricing offered to other Government Departments, PSUs, Universities, Research Institutions, and Private Organizations in India for similar instruments.
 3. We further certify that the price quoted:
 - Excludes GST and statutory duties, which will be charged extra as per applicable rates at the time of billing.
 - Has been arrived at independently without any collusion, cartelization, or anti-competitive practices.
 4. We undertake to provide supporting documents/justifications for price reasonability if requested by the University/Authority.
-

Final Declaration

We hereby declare that the information provided above is true and correct to the best of our knowledge.

We understand that misrepresentation of price reasonability may lead to rejection of our bid and blacklisting as per procurement rules.

Authorized Signatory (Bidder):

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Place: _____

Bidder Submission Checklist

(To be printed on bidder's letter head and signed by the authorized signatory)

PART - A: Technical Submission

Sr. No.	Document Description	Annexure/ Ref.	Submitted (Yes/No)	Page No.
1.	Declaration of Average Annual Turnover and Exemption Eligibility	Annexure – I		
2.	Declaration of Past Experience, (Bidder + OEM)	Annexure – II		
3.	EMD Submission / Exception Declaration	Annexure – III		
4.	Confirmation of Acceptance of Scope of Work, SLA, Payment Terms & Technical Compliance	Annexure – IV		
5.	Bidder Information & Escalation Matrix	Annexure – IV		
6.	Self-Declaration Regarding Non - Blacklisting	Annexure – VI		
7.	Declaration Regarding Land Border Sharing Country (GFR 144)	Annexure – VII		
8.	Price Reasonability Certificate	Annexure – VIII		

PART - B: Statutory & Financial Documents

Sr. No.	Document Description	Annexure/ Ref.	Submitted (Yes/No)	Page No.
09.	GST Registration Certificate	--		
10.	PAN Card	--		
11.	Certificate of Incorporation/ Registration Proof	--		
12.	MSME/Startup Registration (Udyam)– if claiming exemption	--		
13.	CA-certified Turnover Certificate (Last 3 Years)	Attached in Annexure – IV		
14.	Work Orders + Proofs of Execution (Payment / Certificate / Consignee Code)	Attached in Annexure – IV		

PART C: Optional/Additional Documents

Sr. No.	Document Description	Annexure/ Ref.	Submitted (Yes/No)	Page No.
16.	Product Brochure/Technical Datasheet	--		
17.	ISO/BIS/RoHS/Energy Star Certifications (as applicable)	--		
18.	OEM Warranty Undertaking(if separate)	--		

Final Declaration

We hereby declare that the information provided above is true and correct to the best of our knowledge.

We understand that misrepresentation of price reasonability may lead to rejection of our bid and blacklisting as per procurement rules.

Authorized Signatory (Bidder):

(Signature with Seal)

Name: _____

Designation: _____

Date: _____

Place: _____
