



MAZAGON DOCK SHIPBUILDERS LIMITED

(Formerly known as Mazagon Dock Ltd.)

CIN : U35100MH1934GOI002079

(A Government of India Undertaking)

Shipbuilders to the Nation

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INDIA

**SCOPE OF WORK FOR SECURITY & SURVELLANCE SYSTEM
FOR MDL, AT DOCKYARD, MUMBAI.**

**Scope of Work
List of Tender Drawings
COMPRESNSIVE ANNUAL MAINTENANCE CONTRACT**

Table of Contents		
Clause No.	PERTICULARS	PAGE No.
A.	SCOPE OF WORK	02
B.	LIST OF TENDER DRAWINGS	06
C.	COMPRESENSIVE ANNUAL MAINTENANCE CONTRACT	07

A. SCOPE OF WORK:

1. MDL is a premier shipyard under Ministry of Defense, located in Mumbai and intend to install and commission the mentioned Security & Surveillance System as per above tender and BOQ requirements. The newly supplied equipment's need to be integrated with the Existing system at the Security Center with required control at the Entry check post. The existing details are briefly as under for reference only.
 - a. Cameras: Vivotek Speed Domes & Fixed Cameras.
 - b. Wireless Access point: Ubiquity Nano access point
 - c. Software: Vivotek ST7501 (Monitoring @ 5 locations & recording with vast.)
 - d. Key Management System with Cameras.
 - e. Thermal Camera Systems
2. MDL at the utmost priority wishes to Centralize the operation of the Security & Surveillance measures at the upcoming Security Centre.
3. The Centralization process mainly needs to combine & stress on the coherent and integrated working of the Existing Security and Surveillance System with the New Systems as proposed in this tender.
- 4. Remote Monitoring & Management Software for Bollard, UVSS, XBIS, DFMD, BOOM BARRIER & TYRE KILLER. (All the items to be integrated & monitored on a single control room)**
5. VIDEO WALL TO BE INTEGRATED WITH THE EXISTING VIDEO SURVEILLANCE SYSTEM AND VIVOTEK ST 7 VAST SOFTWARE IN MDL to be located at the Security Centre.
6. The Newly supplied security cameras with this tender need to be integrated with all the features on the existing MDL Software and TO BE COMPATIBLE / CONFIGURED AND INTEGRATED IN THE EXISTING CISF, CSO, GM SECURITY & ALCOCK YARD which should be monitored on the existing system software. NO ADDITIONAL SOFTWARE OR SERVER ALLOWED TO BE USED FOR THE SAME. THE VIDEO ANALYTIC ALRAM TO BE RAISED and seen ON THE EXISTING MDL SOFTWARE at above mentioned locations.
7. Video Wall at Security Centre to be integrated in such a way that it can be used to monitor existing MDL Vivotek Camera & Software along with the Newly Supplied Cameras integrated in the existing software system.

8. Key Management System to be centralized at the Security Center. Networking for the same to be taken care of. The cameras from the Existing Key Management System to display co-related photographs of, key issue and return. Which will serve as evidence over and above the electronic logs and the same also to be integrated with all the asked for features on the Video Wall AND SOFTWARE AND TO BE MONITORED AND RECORDED ON THE SAME SOFTWARE WITH EXISTING SYSTEM. NO ADDITIONAL SOFTWARE OR SERVER ALLOWED TO BE USED FOR SAME.
9. Thermal Imaging system to be centralized at the Security Centre. The Thermal imaging to be integrated with all the asked for features on the Video Wall AND SOFTWARE AND TO BE MONITORED AND RECORDED ON THE SAME SOFTWARE WITH EXISTING SYSTEM. NO ADDITIONAL SOFTWARE OR SERVER ALLOWED TO BE USED FOR SAME.
10. Newly Supplied Cameras and Recording System: The monitoring, recording viewing and Analytic to be seen in at 04 locations in MDL yards in existing software at Security Center, CISF, GM SECURITY & ALCOCK YARD. Networking requirements for the same to be considered by bidder for the same.
11. The Bidder should be OEM or authorized dealer/distributor of Security Systems being supplied under this tender. Copy of Valid tender specific authorization certificates should be attached with bidding document for Tyre Killer, Turnstiles, Facial Recognition System Devise, Software, DFMD, HHMD, XBIS, UVSS, CCTV, Server, PC and Switch, etc.
12. The Bidder to provide Confirmation Letter from the Manufacturer / OEM of the offered CAMERAS, stating that the offered equipment/ cameras by the bidder for this tender will be completely compatible with and work in the existing MDL Vivotek ST7501 Software & Vast, with all the asked for features / functions by MDL.
13. The Bidder to provide Confirmation Letter from the Existing MDL Camera Surveillance Software Manufacturer / OEM, stating that the offered equipment/ cameras by the bidder for this tender will be completely compatible with and work in the existing MDL Vivotek ST7501 Software & Vast, with all the asked for features / functions by MDL.
14. Network for the above-mentioned requirements; for the viewing in Alcock yard, CSO office, GM Security Office & DCPD office in MDL main location to be considered by the Bidder. The vendor should supply install, configure and commission all the equipment (hardware/software) as per site. The items/equipment outlined in the BOQ by MDL shall not be a limiting factor for installation, supply and commissioning of the Surveillance system. Quantities mentioned are tentative, and may vary. **It is therefore strongly recommended that the bidding firms should do a site survey before the bidding and quote accordingly.**
15. All the required cabling, fitting/fixing of the supports/ poles, inter connections wired/ wireless, Fiber/UTP patch cords, LIU's, power cables & switches, digging (soft/hard soil) & resurfacing wherever required and other accessories shall be under the scope of the vendor. All the Equipment active / passive should be housed / enclosed in proper

protective gears like conduits/enclosures to prevent accidental damage and environmental hazards.

- 16.MDL shall provide power feed at the point near the systems as per requirement, there after the vendor has to connect the DP/ Power cables/UPS for the camera unit and network switches.
- 17.Live Demonstrations of the products needs to be provided at the MDL site, which needs to be approved/accepted by the user department of MDL.
- 18.No nonspecific Make / OEM products allowed, unless approved by MDL.
- 19.Diagrams and Cable Outlays to be provided to the user department.
- 20.All features and functions of newly offered system & cameras along with analytics are to be displayed in the respective existing servers and software at desired control rooms (04) as per requirement.
- 21.MDL shall observe the system for its operation continuously for 15 days to ascertain & analyze the efficacy of the system after which the final work completion certificate for the system shall be given. The warranty of the equipment shall start from the date of issue of work completion certificate by MDL.
- 22.It will be bidder's responsibility to work out installation program with all required so that activity in MDL should not be disturbed.
- 23.Execution of similar fixed IP megapixel cameras projects with on board camera analytics to reputed government/private organization (of this size) needs to be provided with proof of successful execution letter by the firm i.e. purchase orders and work completion certificates required.
- 24.Certifications (Test & CE) - The bollard quoted for this tender shall be physical crash tested on single bollards and certified by accredited agencies (like TRL, MIRA, KARCO etc.) to meet PAS 68 standard. Third party certificate & Simulation certificate not acceptable; the proof of certification for crash testing and confirmation to the standard shall be submitted along with the technical bid. The proof of certification shall be for the specification bollard quoted for this tender (same make, model no and crash rating). Quoting one model and submitting certification for another model is not accepted & CE (Conformity European) Certificate for Bollards system must be provided along with Technical Bid
- 25.OEM Manufacturer Experience: OEM of Turnstiles, Tyre Killer, Boom Barrier, XBIS, UVSS, Bollards should have more than 03 years of experience in to manufacturing in India.
- 26.OEM product supply experience: These being critical high security devices, product reliability details needs to be furnished. OEM should have supplied the below minimum quantity of units in last 5 years. List of references having customer information with quantity must be declared by the OEM on their letterhead.

- a. Turnstiles: 100 Nos.
- b. Facial Recognition System: 100 Nos.
- c. Bollards: 20 Nos.
- d. UVSS: 30 Nos.
- e. Window based 3D XBIS: 2 Nos.

27. Warranty: The items/equipment including entire setup shall be under warranty for ONE (01) year. Any defective part will be repair/replaced by the vendor free of cost. The warranty starts after the date of commissioning of entire system followed by date of issue of work completion certificate by MDL.

28. All items to be strictly in adherence to the technical specifications. Billing shall be as per actual material usage only.

29. Preventive maintenance of the surveillance equipment's should be carried out in every 15 days during warranty period.

30. The warranty of one (01) years shall cover service related preventive maintenance, consisting of cleaning and servicing of all the critical components and repair, if required for the system.

31. If required, preparing all Drawings, Documentation required for Execution and Government Agencies and obtaining approval from Concerned Govt. Dept. for entire systems Installation is covered under this contract.

Painting and labelling of the work/equipment with necessary direction arrows.

All interfacing work with other trades.

Provision of operating instructions and maintenance manuals for various equipment/systems.

Provision of minimum critical spare parts, if required.

Training of the employer's staff for proper operation of the entire systems.

Liaison with local Authorities and all relevant statutory authorities to obtain all necessary certificates and approvals, including the completion of all submission drawings, forms and payments of any fees and charges. All the costs for all the tests required by Local Authorities shall be included. However, the statutory official payment on the name of owner shall be reimbursed by the owner.

All necessary balancing, testing and commissioning of the all the systems to the satisfaction of the employer.

Any other items whether specified in the tender document / drawing or not but necessary for the completion and proper operation of the system shall be done by the firm.

32. CIVIL WORKS

All Civil works associated with the Systems Installation works are included in the scope of contract. These shall be executed by the contractor or their agencies in accordance with approved drawings and under direct supervision of the principle Contractor.

33.SERVICES WORKS

All associated WORKS listed in Bill of Quantities are included in the scope of this contract. These shall be installed by the contractor or their agencies in accordance with approved drawings and under direct supervision of the principle Contractor.

Providing power supply with earthing at the incoming of the control panel (if any) shall be provided and made available by the Contractor.

Training for MDL employees to be provider by Service Provider.

Comprehensive all-inclusive AMC for Two (02) years after completion of Defects Liability Period.

Submission of "AS BUILT" drawings, O&M Manuals, all the test reports and other documents of all the works executed.

34.OTHERS

1. The service provider shall depute his authorized person after screening/approval from Client, who will control Defect Liability Period of 01 Year after completion of all work, so that authority can contact him for any kinds of problem of the complete system. Executive/Technician of the service provider should available at MDL site from 0630 Hrs. to 2000 Hrs. daily including Saturday /Sunday/holiday to tackle any problem related security system. The Executive/ Technician of the service provider who is attending site should have acquainted with all system troubleshooting.
2. Vulnerability Assessment & penetration testing (VAPT) Audit shall be done half yearly for the complete setup
3. Documentation part not limited to Installations, Configuration, SOP, Diagrams Etc. of all the systems to be provided by Service Provider.
4. Patch & firmware upgrade in all system & application on half yearly basis to be done during the total period of the contract by the service provider at their own cost.

B. TENDER DRAWINGS:

S.NO	NUMBER	Content
1	MDL-SC WD-2512	Building Plan
2	N.A.	Proposed GAD

Note: Bidder on award of work shall carry out detailed survey of site, discussions with MDL and finalise scheme & submit GAD for approval of MDL.

C. COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT: -

The scope of work as mentioned below are the minimum expected from the firm / agency / contractor apart from break down maintenance and any other work required for maintenance/operation in proper way as per the operation & maintenance manuals of respective equipment/systems and as per good engineering practices will be required to be done under this scope of work. Successful bidder will make Proforma for recording the following minimum work schedule/parameters and show to the employer to ensure proper accomplishment of these tasks.

1. Comprehensive all-inclusive AMC for Two (02) years after completion of defect liability period.
2. Attending complaints of systems which include routine as well as breakdown maintenance of all the systems.
3. All tools & tackles, manpower, transportation and other resources required for executing the job shall be in the scope of the service provider. No extra charges will be paid by MDL regarding tools & tackles, manpower, transportation etc.
4. Before commencement of the AMC, the Service provider shall provide check list & schedule of preventive maintenance to be carried out for that year. These dates as per schedule to be adhered & contractor's rep / technician to report on site without delay or requirement of any follow-up from client side. Checklist to be prepared in consultation with MDL security dept./user & as per OEM Standards.
 - a) Weekly
 - b) Monthly
 - c) Half Yearly/Yearly
5. The service provider shall depute his authorized person after screening/approval from Client, who will control this Annual maintenance work, so that authority can contact him for any kinds of problem of the complete system. Executive/Technician of the service provider should available at MDL site from 0630Hrs to 2000 Hrs. daily including Saturday /Sunday/holiday to tackle any problem related security system. The Executive/ Technician of the service provider who is attending site should have acquainted with all system troubleshooting.
6. Preventive Maintenance checklist & breakdown records should maintain & verified with MDL Security dept./User Dept.
7. Service Provider should prepare & maintain daily data monitoring log sheet in consultation with MDL.
8. Service Provider shall supply/maintain minimum critical spares / items for smooth operation of all the systems and the rates quoted by them should be inclusive of the items. Further, any other spares (electrical, electronics & mechanical) required during AMC should be considered in the AMC contract. No extra payment will be made for the same
9. Since security system is prime/emergency/essential priority considering defense PSU, service provider should ensure healthiness & intact security system at all time.
10. Related spares, hardware, software etc. needed for troubleshooting /successful operation of security systems to be available at site & to be procure by service provider only.
11. Any breakdown related to system should be attend & resolve within 24 Hrs. by the service provider.
12. Firm should adhere all Safety procedure of MDL & accordingly PPE /safety switchgears to be used on site.
13. Any periodic tests or inspections of the systems (if any) to be carried out by the service provider at their own cost.

14. The software of the systems to be upgraded by the service provider at their own cost as required to operate the systems smoothly.
15. **PENALTY CLAUSE:** If work is not done as per schedule or any system is not functioning then a penalty @ rate of Rs.1000 /- per day shall be imposed on service provider and will be deducted from the AMC amount due to the contractor and if unsatisfactory performance is continued for more than two days as felt by the MDL Security dept./user and AMC is liable to be terminated and final decision for this shall rest with MDL.
16. If contractor is not able to rectify the fault, then the same may be got done through some other agency at the risk and cost of contractor failing which the same amount will be deducted from AMC bill in addition to the penalty as stipulated above will also be imposed. However, the decision of the Client in this regard shall be final and binding.
17. If the contractor is NOT able to locate and rectify the fault and the reasons attributable to non-performance of contractor as assessed by officials nominated by Client, the penalty clause is applicable as System remained non-functional **for 1 day or more**. The penalty will be Rs.1000/- per day. **There will be 24 X 7 support on telephone during the AMC period. For any fault, onsite response time will be of 6 hours and resolution time will be of 24 hours**
18. The contractor shall raise their invoice for AMC on quarterly basis only along with supporting documents. This quarterly invoice will be submitted by the contractor after satisfactory completion of weekly, monthly & quarterly maintenance and the same will be settled by Client after due scrutiny only

Any modification/correction related to software if needed for improvement of security system has to be done by service provider without any extra charges