

Terms & Conditions

Sl. No	Description
1.	The extent of the contract works shall include necessary cabling to interconnect the central equipment, hardware and devices to provide the performance as per specification.
2.	All cable enclosures including conduits, cable trays, ducts, wall boxes, termination panels and the like that are required to are part of this contract.
3.	Contractor shall supply necessary accessories to carry out fitting of EM locks, readers, adapters, exit switch, etc. for commissioning of the system.
4.	All proposed security field device installation shall not only operate functionally, they shall also blend with the interior design of the building. All installations carried out shall confirm to the national standards and code of practices.
5.	The Contractor shall ensure that the project must be expandable in the following areas:
	a. The system shall be designated to allow foreseeable organizational changes and procedural changes beyond current plans.
6.	Contractor shall provide site requirements, power supply & environmental requirements, accessories requirements at work site. Vendor shall supply material such as pipe, cables, PVC casing/capping etc. to carry out swing barrier & poles fixation works, fitting of EM locks, readers, adapters, exit switch, etc. for erection and commissioning of the system. Vendor should visit the site and assess the requirement prior to indenting and should accordingly propose the items required.
7.	Contractor shall carry out customization of all the components of hardware and software as per requirements.
8.	IN/OUT description, reader ID, exit switch, etc. shall be marked with suitable size and colour radium stickers at all installed locations of Main gate and second level ACS
9.	Contractor shall ensure the inter-operability & compatibility for all types of readers, Swing gate barrier, software for all requirements, servers, EM locks, printers, PCs, enrolment & personalization stations and interfacing with network
10.	Vendor should not reveal/share information pertaining to this contract for publicity or as a proof of successful execution to any other party without written consent of the Department
11.	Bidder should provide OEM authorization letter for participation in the technical bid (along with the respective datasheets).
12.	The prospective bidder should have experience in the Security Management System business which should be satisfactory. Relevant documents have to be furnished.
13.	The Bidder must not be blacklisted by any Central / State/ Local Government Organization / Institution/ PSU.

14.	The Bidder should be able to respond and resolve issues within a day.
15.	After supply of all material 80% of the material cost will be paid and the rest 20% payment will be released after successful installation, commissioning & acceptance by concerned engineer.
16.	The entire system should be implemented in maximum 3 to 4 months of Acceptance of Purchase Order.
17.	The Bidder shall upon completion of the installation has to provide complete onsite training with documentations on configuration, operation and maintenance of the system to the concerned people from LEOS.
18.	Training should include understanding of the system, working concepts and basic trouble shooting guidelines.
19.	Training for security personnel (CISF) on basic operation of swing gate barrier at gate and administrations staff for enrollment and personalization. It should cover aspects concepts related to emergency exit, exigency operation, etc.. The training shall be completed within a week.
20.	Contractor must ensure comprehensive on-site warranty for ONE YEAR as company warranty from the effective date of acceptance of the entire system by the Department.
21.	Warranty shall include preventive & unlimited break-down maintenance calls including repair/replacement of material, spares, modules, software, etc.
22.	Contractor shall supply replacement of spare/item of same make and model against faulty component during warranty. In case the manufacturer discontinues any model, Contractor shall supply spare/item with higher model of supplied make with better specifications at no extra cost and ensure that it gets integrated within the system.
23.	All the mechanical parts of the system like readers, Swing gate barrier, EM locks, printers, exit switches shall be maintained periodically by cleaning, lubricating and alignment as applicable. Wear out mechanical parts should be replaced.
24.	During warranty the contractor will be required to carry out maintenance and repairs free of cost including replacement of spares/equipment without any additional cost. However, any storage media like Hard Disk, CD or Tape, if found defective, the same shall remain as property of LEOS as per ISRO's IT Security guideline. Vendor shall replace such faulty items based on diagnosis without taking it outside the campus.
25.	During Warranty period of one year the contractor shall deploy ONE trained Resident Technical Engineer at site for the operation and maintenance of BACS. They shall generally be available on all working days 30 minutes before and after the office hours i.e; 08:00 hrs to 17:30 hrs and on other days if any breakdown or preventive maintenance activities are scheduled.
26.	Deployed Resident Technical Engineer shall perform:
	a. Management of the spare parts, materials and consumables.

	b. Periodical database back-up and preparation of weekly, monthly and quarterly report on system performance in prescribed format.
	c. Any other related work assigned by LEOS from time to time
27.	DOS/ISRO reserves the right to disqualify any Resident Technical Engineer deputed, for reasons like technical incompetence, indiscipline, irregularity, insincerity, disobedience, doubtful credentials/ integrity, etc.
28.	Interested prospective bidders are advised to go through the Tender documents carefully before participating in the bid. Vendors are requested to visit LEOS for better understanding of the requirement within 15 days of release of tender.
29.	<p>Deliverables by the Vendor:</p> <p>a) All the hardware components as per the Bill of Material</p> <p>b) Brochure/datasheet of the hardware components</p> <p>c) OS license for the servers, Microsoft office license and other software licences if any.</p> <p>d) Software Requirement Specification, Software Design Document and Software procedure manual.</p> <p>e) Source code & documentation for the software developed by the vendor for LEOS.</p> <p>f) Installation and User manual.</p>