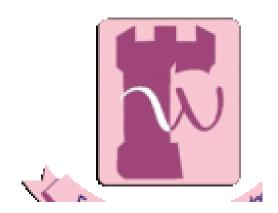
TENDER DOCUMENT

Tender No.____/___

Published on: News Paper, KPPRA and University Website.

ICT EQUIPMENT



PROJECT DIRECTOR SHAHEED BENAZIR BHUTTO WOMEN UNIVERSITY, PESHAWAR TERMS AND CONDITIONS

Vendor/ Supplier Initial/Signature_____

1. GENERAL

Note: Item(s) should be quoted ANNEXURE/Category-wise separately, where required. Preference will be given to the firms quoting maximum number of equipment ANNEXURE/Category-wise, along with installation and commissioning/Turnkey solution where required. Technical and Financial criteria is annexed as ANNEXURE A and B.

Bidders are requested to read carefully the following terms and conditions and sign each page of this document in token of having understood and accepted the same in all respects and submit duly signed along with their quotation in original. All or any of the provisions of the terms and conditions may be altered/modified/deleted/added or amended by the University as and when deemed suitable/necessary.

- i. Any tender less then or without 2% earnest money will be outrightly rejected.
- ii. Conditional / incomplete tender(s) will not be accepted.
- iii. Any bidder interested in bidding for one or more items/category separately, is allowed to do so. However, preference will be given to bidder offering several items together. In-case of Critical equipment, preference will be given to the firm with immediate response time or nearest after sale service.
- iv. Quotations must be in **Duplicate** and prices must be valid for at least 60 days from the date of tender opening.
- v. The bidders should be either established firm or sole distributor / authorized agent of the manufacturer having after sale service facilities in Peshawar, Islamabad and Rawalpindi. Vendor must be with "ACTIVE" Membership Status at the time of participation. Confirmation from OEM/Principal is also required.
- vi. The payment of equipment is coupled with installation / commissioning of equipment. Therefore, supplier should make sure that bid is complete in all respects including consumables etc.
- vii. Telephonic / telexed / faxed / telegraphic quotation will not be entertained.
- viii. The bidders must enclose original Performa Invoice / Quotation from their Principals or authorization certification of the Principal, failing which their offers will be ignored.
- ix. Bidders must have trained engineers to provide after sales service. Copy of Training Certificate should be submitted along with their offer, failing which their offer will not be considered.

| Vendor/ Supplier Initial/Signature |
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- x. The quotation of the General order supplier(s) will not be entertained.
- xi. The bidders must submit following documents along with their offer, failing to submit and meet the criteria their offer will be rejected:
 - o Manufacturer Active Authorization/Partnership Certificate.
 - List of Technical / Engineering staff stationed in Peshawar and Islamabad/ Rawalpindi.
 - o For Category I, similar nature, cost, value and complexity project with minimum order of Twenty Million in last 3 years, the same shall be submitted with bid as evidence.
 - o For Category I, The bidder must provide the last 3 years audit report
 - For Category II and III, Similar nature, cost, value and complexity project, minimum order of one million in last Three year and must have CISCO/HUAWEI/IT Certified Engineers, the same shall be submitted with Bid as evidence.
 - o List of reference installation in Pakistan for similar equipment (preferably Govt. Depts.) with their email address and contact numbers.
 - o Non-Black List Certificate (confirming that bidder has never been blacklisted by any Government / Semi Government organization.
 - Only FBR and KPRA registered suppliers, who are on Active Tax Payers List (ATL) of FBR and KPRA are eligible to supply goods/services to Government departments.
 - O The payment to the registered persons may be linked with the active taxpayer status of the suppliers as per FBR/KPRA database. If any registered supplier is not in ATL, his payment should be stopped till he files his mandatory returns and appears on ATL of FBR/KPRA.
- xii. All the electric/electronic appliances supplied by firms should run on 220 volts.

2. SCOPE OF SUPPLY

The bidder shall supply/deploy equipment/items, of the specifications given in the attached Annexures or as per work order. The bidder shall also be responsible for their installation, calibration, free service and the supplier at least one year from the date the equipment makes warranty functional. All equipment should be accompanied by service manual separately in English. Incase installation at the times of supply/delivery is not possible; the vendor/supplier has to fulfill the same on the new installation date, given by Technical Person of the University.

3. BID PRICE

The bidder shall indicate in his offer, list of equipment with specifications, standard accessories, make and country of origin, the unit price and total bid price

| Vendor/ Supplier Initial/Sign | nature |
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of the goods/items/equipment. Price of optional accessories should be quoted separately. The price of the goods/items/equipment quoted shall be on F.O.R and C&F (if requested), Shaheed Benazir Bhutto Women University, Peshawar basis. Taxes levied by the Government and freight charges, if any, shall be paid by the bidder and must be included in the quoted prices. Hence insurance charges are seller's responsibility. Custom duty will be the responsibility of the Supplier/Vendor/Bidder.

4. CURRENCIES OF BID

The prices shall be quoted in Pakistani rupees in case of FOR and foreign currency in case of C&F (if requested). LC will be opened by the University for the Import of Machinery and Equipment in case of C&F only.

5. BID VALIDITY

The bid shall remain valid and open for acceptance of the purchaser <u>for a period</u> of 90 days from the specified date of opening.

6. BID BOND/ EARNEST MONEY

The bidder shall furnish, as part of his bid, earnest money not less than or equal to 2% of quoted price with their offer in the form of Call Deposit Receipt (CDR) in favour of Treasurer, Shaheed Benazir Bhutto Women University, Peshawar. The earnest money shall be denominated in Pak rupees and shall be in the form of Demand Draft, Pay Order or Call Deposit issued by a Pakistani scheduled Bank or branch of a Foreign Bank, acceptable in favour of the Shaheed Benazir Bhutto Women University, Peshawar. In case of alternate prices, earnest money will be based on the maximum quoted price of the same item. The CDR shall be returned to unsuccessful bidders. The Earnest Money/CDR will be forfeited if a bidder withdraws his bid during the period of his bid validity or fails to supply the machinery / equipment ordered by the university.

7. SIGNING OF BIDS

The person signing the bid shall initial all the pages of the bid, where entries are made and attach Tender Document cost receipt in original.

8. DEADLINE FOR SUBMISSION OF BIDS

All bids must reach and be received by the Purchaser in sealed envelope on or before the **prescribed deadline i.e. 29-09-2025 up to 11:00 AM**. The tender would be opened on the same day at **11:30 AM**. in the Committee Room of Shaheed Benazir Bhutto Women University, Peshawar, in front of bidders or their nominees, who are present on the occasion.

9. LATE BIDS

Any bid received by the Purchaser after the prescribed deadline for submission of bids shall not be entertained.

10. PURCHASER'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

The Shaheed Benazir Bhutto Women University, Peshawar reserves the right to reduce or increase the quantity, accept or reject any bid and to stop the bidding process and reject all bids, at any time prior to award of supply order without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidders of the ground for such actions.

11. CONVENCING

Unsolicited advice/clarification and any personal approaches at any stage of evaluations/purchase process are strictly prohibited and may lead to disqualification.

12. DELIVERY OF EQUIPMENT / ITEMS

The bidders shall make delivery of the good/items/equipment.

- i. In Case of Ex-stock Delivery: Within one month or specified time from the date of issuance of Purchase Order by the Shaheed Benazir Bhutto Women University, Peshawar. In case of failure to deliver equipment as per agreed timeline, a penalty equivalent to 0.5% per day of the total cost of the equipment(s) (including equipment(s) where integration is required) shall be imposed up to a maximum of 10% of the total contract value/Equipment(s) cost. After exhumation of 10% cost of the equipment(s)/contract value, the supply/work order shall stand cancelled and the amount will be recovered from the selected bidder who failed to supply or complete the work. Time extension unless recommended by the IT Centre and extended by the competent authority on valid reasons can be entertained.
- ii. In case of Import: Within specified time (Six/Eight weeks) from the date of issuance of Purchase Order by the Shaheed Benazir Bhutto Women University, Peshawar. In case of failure to deliver equipment as per agreed timeline, a penalty equivalent to 0.5% per day of the total cost of the equipment(s) (including equipment(s) where integration is required) shall be imposed upto a maximum of 10% of the total contract value/Equipment(s) cost. After exhumation of 10% cost of the equipment(s)/contract value, the supply/work order shall stand cancelled and the amount will be recovered from the selected bidder who failed to supply or complete the work. Time Extension unless recommended by the IT Centre and extended by the competent authority on valid reasons can be entertained.
- iii. The equipment should be new and the vendor/supplier will ensure originality of the procurement channel as well as equipment.

| Vendor/ Supplier Initial/Sign | nature |
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- iv. The Equipment shall be supplied in packed form and shall only be opened in the presence of the Technical Expert. Working manuals and other related literature shall accompany the equipment in original at the time of delivery.
- v. The delivery of equipment shall be made to Shaheed Benazir Bhutto Women University, Peshawar.

13. PERFORMANCE SECURITY/INSURANCE

Within one week of issuance of the purchase/work order, the successful bidder(s) shall furnish to Shaheed Benazir Bhutto Women University, Peshawar the performance security in the shape of Insurance Guaranty from AA rating Insurance company equivalent to 10% of the bid price in the form of a bank guarantee. The performance security shall be payable to the Shaheed Benazir Bhutto Women University, Peshawar as compensation for any loss resulting from the supplier's failure to complete its obligation. The performance security will be discharged by the Shaheed Benazir Bhutto Women University, Peshawar and returned to the supplier after completion of the supplier's performance obligations under the contract/work order. The security will be retained for one year starting from the date of successful installation and operation of the machinery / equipment. Depending on the equipment supplied retaining time may be reduced on the recommendation of IT Center.

14. MODE OF PAYMENT

Under FOR, payment shall be made in the form of cheques, which shall be issued, after receipt of equipment, inspection, installation and operation according to the following schedule

- ➤ 90% Payment at the time of successful installation and operation/ As per work done/Interim Payment certificate (IPC). 10% (2% in form of earnest money and 8% will be deducted from vendor's invoice) will be withheld for a period of Six/Twelve months from the date of installation and successful operation. The duration for withholding 10% is on the recommendation of IT Center.
- The mode of payment can be changed and will be reflected in supply order.

Note: All taxes, insurance etc will be deducted from bills as per government rules.

15. PRICES

Prices charged by the supplier for goods delivered and services performed under the contract shall not exceed the prices quoted by the supplier in its bids.

Prices quoted should be inclusive of installation charges if any.

16. STANDARD

| Vendor/ | Supplier | Initial/Signature | |
|---------|----------|-------------------|--|
|---------|----------|-------------------|--|

The goods/items/equipment with standard accessories supplied under this contract shall conform to the standards mentioned in the technical specifications along with a set of operational and maintenance manuals. It will be the responsibility of supplier to quote equipment in complete package or in form of solution where required.

17. TRAINING

Supplier will arrange on the job training for the equipment / machinery supplied in case if required. Such training shall be considered as part of supply.

18. CALIBRATION OF EQUIPMENT

It will be the responsibility of supplier to arrange standards/ consumables required for the calibration of the equipment. No TA/DA claim will be entertained by University, in case of after sale services, whenever it requires within the premises.

In case of non-conformity with desired specification, the item shall be replaced by the supplier free of cost.

19. GUARANTEE / WARRANTY

The supplier shall furnish one year/ three years after sales service guarantee/ warranty for successful operation of equipment / items from the date of installation depending on equipment. In case of Malfunctioning / defect in any equipment / item, the supplier shall replace them free of cost within 30 days; otherwise the supplier will return the entire paid amount to Shaheed Benazir Bhutto Women University, Peshawar immediately.

20. Other Terms and conditions as per KPRA rules.

By signing this agreement, you acknowledge that you have read and understood, and agree to be bound by, the terms and conditions as outlined in the agreement and confirming that your company/organization terms and conditions stand eradicated.

| Dated: | | | |
|----------------------------|------------|---------------------------|--|
| Name: | | | |
| Designation: | | | |
| Company Name | | - | |
| Contact No: | | _ | |
| Mailing Address: | | | |
| Signature and Office Seal: | | | |
| | Vendor/ St | upplier Initial/Signature | |

CCTV System and Office and Teaching Equipment

1. Submission of Proposal and Opening

The technical and financial proposals should be delivered in separate sealed envelopes at **11:00AM**, **29-09-2025**. The envelopes should be clearly stated "Technical/Financial Proposal. Technical Proposal will be opened on the same date at **11:30 AM** in Project Directorate in the presence of the representative of corresponding Firms. Date for opening of Financial Proposal will be communicated later.

2. Proposals Evaluation procedure

The bidding procedure is governed by rule 06 Para (2) (b) KPPRA Rules, 2014. The bidding procedure is explained below:

- a. Single stage, Two Envelope Procedure (Rule (6) (2) (b) KPPRA 2014).
- b. The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the **Technical Proposal** and the **Financial Proposal**.
- c. The envelopes shall be marked as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL" in bold and legible letters to avoid confusion.
- d. Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened; the technical Proposal is to determine the technical strength and consideration of the firm's eligibility for the bidding process, which is to be carried out before the opening of the financial bids.
- e. The envelope marked as **"FINANCIAL PROPOSAL"** shall be retained in the custody of Procuring Entity without being opened.
- f. The Procuring Entity shall evaluate the technical Proposal without reference to the price and reject any proposal which does not conform to the specified requirements.
- g. During the technical evaluation, no technical proposal amendments shall be permitted.
- h. The financial proposals of bids shall be opened publicly at a time, date, and venue to be announced and communicated to the bidders in advance.
- i. After the evaluation and approval of the technical Proposal the Procuring Entity shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial Proposal of bids found technically non-responsive shall be returned un-opened to the respective Bidders.

| Ve | ndor/ | Supplier | Initial | /Si | gnature |
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3. Evaluation Criterion (Technical and Financial)

Passing Marks: A technically eligible bidder who, based on the conditions listed in this document, fails to achieve the minimum score of **70** marks in the **Technical Evaluation** will be rejected during the **Technical Evaluation**, and its sealed/unopened Financial Proposal shall be returned. All bidders scoring **70** marks or above will be accepted in the **Technical Evaluation**.

The Bidders who have duly complied with the **Technical Evaluation** will be eligible for further processing.

The bids which do not conform to the **Technical Specifications** or **Bid Conditions** or the Bids from the Bidders without adequate capabilities for supply and maintenance/warranty services will be rejected.

The technical evaluation committee shall evaluate the Technical proposals in the light of the following evaluation criteria:

Ratings for the technical evaluation will be as follows:

| Sr. No. | Description | Evaluation Weight-age |
|---------|--------------------|-----------------------|
| 1. | Technical Proposal | 70% |
| 2. | Financial Proposal | 30% |

3.1 <u>Technical Evaluation</u>

3.1.1 Mandatory/Eligibility Qualification:

| S.NO | Requirement | Response (Yes/No) | Documentary Proof |
|------|--|----------------------|--|
| 1 | Brief Company profile | Yes/No | Company Profile |
| 2 | Active Income Taxpayer Status | Yes/No | Registration Certificates |
| 3 | Active Sales Taxpayer Status | Yes/No | Registration Certificates |
| 4 | Undertaking that the firm is not blacklisted by any Provincial or Federal Government Departments, Agencies, Customs, Organizations or autonomous bodies, or Private Sector Organizations anywhere in Pakistan. | Yes/No | Undertakings |
| 5 | The bidder must provide more than five years of documentary proof in a similar nature business. | | Documentary Proof/ Supply Order(s) |
| 6 | Manufacture Active Authorization/Partnership Certificate | Yes/No | Documentary Proof/ Certificate |
| 7 | An Affidavit stating that bid security amounting to 2 % of the estimated cost has been placed in the financial Proposal or bid. | | Undertakings |

3.1.2. Scoring Criteria

| S.No | No Criteria List Description | | Max Marks | Response of Bidder with respect to Criteria | Documentary Proof |
|------------------|---|---|--------------|--|----------------------|
| 1 | Company/Firm's History in the business after registration | Minimum 5 years (Mandatory) = 5 Marks 1 Mark for each year beyond five years | 10 | | |
| 2 | Financial Soundness/ | To ensure financial capability, bidder must provide three years (Mandatory) Turnover credit line from the bank. (July to June) 10M or above in last 3 years = 10 marks. 1 Mark for 1M above 10M | 30 | | |
| 3 | Value of Similar Nature, cost, value and complexity Projects | Similar nature of projects in last three years. Each project will be weighted as follows: • Below 1M PKR = 1 Mark • Above 1M to 2M PKR = 2 Marks • Above 2M to 3M PKR = 3 Marks • Above 3M to 4M PKR = 4 Marks • Above 4M to 5M PKR = 5 Marks • + 2 Marks for each 0.5 Above 5M | 20 | | |
| 4 | List of Technical Staff | 10 Marks for each graduate technical staff member PEC registered Computer/Electronics engineer. PEC license card/IT Certifications, Degree, CV must be attached as proof of employment. | 20 | | |
| 5 | Compliance with the Tender Documents | Company/Firm's Comply with all required technical specification and terms & conditions • Quoted Items Meets Technical Specification: 10 | 10 | | |
| 6 Company Office | | A company with an office in Peshawar will get 4 marks and company with office in other cities will get 2 marks and 2 marks each for every support/sub- office within the country. | 10 | | |
| Total Marks | | | 100 | | |

Note: Minimum 50% marks must be obtained in each criterion except serial no. 7

Technical scoring out of 100 = A

Carried Forward & Prorated Technical Scoring = A x 0.7

4.Financial Evaluation

| Vendor/ | Supplier | Initial/Signature | |
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| | | | |

Financial bids will be opened after technical evaluation in the presence of the representatives of the Firms who wish to attend the tender opening. 30% weight-age will be given to Financial Proposals of the Firms. The formula for financial scoring is that the lowest bidder gets 30 points and the other bidders (The quoted bid of the bidder, divided by the lowest bid, multiplied by 30).

Value quoted by lowest bidder = A

Value quoted by second-lowest bidder = B

Value quoted by third lowest bidder = C

Financial scoring of the lowest bidder will be = 30

Financial scoring of the second-lowest bidder will be= (A/B) *30

Financial scoring of the third lowest bidder will be = (A/C) *30

4.1 Total Score

(70% of Technical Score + Financial Score) = Total Score

Points obtained in the detailed technical evaluation will be carried forward & prorated. The tender will be awarded to the Firm with maximum accumulative points (Technical Score + Financial Score).

Note: The Successful Vendor/Supplier will be required to integrate their Equipment(s) with the existing network infrastructure as per the direction of Engineer incharge/ Network Engineer /HOD ITC, if not able to integrate with the existing infrastructure, the second lowest bidder will be asked to do the same. In case of failure the 2% CDR/bid security will be forfeited.

5. PROCESS TO BE CONFIDENTIAL

- 5.1 No Bidder shall contact the procurement committee on any matter relating to his bid from the time of the bid opening to the time the bid evaluation result is announced. The evaluation result shall be announced at least ten (10) days prior to the Award of Contract.
- 5.2 Any effort by a Bidder to influence any officer of the procurement committee in the bid evaluation, bid comparison, or contract award decisions may result in the rejection of his bid.
- 5.3 Whereas, any bidder feeling aggrieved may lodge a written complaint not later than fifteen (10) days after the announcement of the bid

| ν | endor/ | Supplier | Initial/Signature | |
|---|--------|----------|-------------------|--|
|---|--------|----------|-------------------|--|

| Vendor/ Supplier Initial/Signature | |
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evaluation result. However, a mere fact of lodging a complaint shall

not warrant suspension of the procurement process

| | ANNEX - III BOQ for CCTv System for New Academic Block and Hostel Turnkey Solution | | | | | | |
|--------|--|---|------|------|----------------|-----------------|--|
| S. No. | Item | Description | Unit | Qty. | Unit Price PKR | Total Price PKR | |
| 1 | 16 Channel Network Video Recorder | Supply, installation, connecting, testing & commissioning of CCTV Network Video Recorder (NVR) suitable for 16 channel SPEC: H.265+H.265/H.264+/H.264, Up to 8MP resolution, 80/160Mbps Incoming Bandwidth, 60/160Mbps Outgoing Bandwidth, 16MP Decoding Capability, HDMI/VGA Simultaneous Output, 1× SATA up to 16TB, 1× 100Mbps Ethernet Port, 2× USB 2.0, 12V DC/1.5A, 3TB storage, Auto Initialization, Smart Detection Configuration & Alarm, Two-Way Audio, 16-Channel Live View, 4K HDMI Video Output, 16-Channel Synchronous Playback, Streamlined Setup, ONVIF, Remote Monitoring, App, Web, GUI, VMS, Config Tool, 1 year comprehensive on site parts and labour warranty | Nos. | 1 | | | |
| 2 | 08 Channel Network Video Recorder | Supply, installation, connecting, testing & commissioning of CCTV Network Video Recorder (NVR) suitable for 08 channel H.265+/H.265/H.264+/H.264, Up to 8MP resolution, 80Mbps Incoming Bandwidth, 60Mbps Outgoing Bandwidth, 16MP Decoding Capability, HDMI/VGA Simultaneous Output, 1× SATA up to 16TB, 1× 100Mbps Ethernet Port, 2× USB 2.0, 12V DC/1.5A, 2TB Storage Hard Disk, Auto Initialization, Smart Detection Configuration & Alarm, Two-Way Audio, 8-Channel Live View, 4K HDMI Video Output, 8-Channel Synchronous Playback, Streamlined Setup, ONVIF, Remote Monitoring, App, Web, GUI, VMS, Config Tool, 1 year comprehensive on site parts and labour warranty | Nos. | 2 | | | |

| 3 | 3MP or Higher Full- Color Bullet Network Camera: | Supply, installation, connecting, testing & commissioning of 3MP or higher, 2.8mm Fixed Lens, 1/3" Progressive Scan CMOS, H.265+/H.265/H.264+/H.264, IR/White LED, 25fps/30fps (2304x1296), PoE/12V DC, Built-In Mic, IP67, Full-Color and IR Night Vision (Up to 30 m), Active Defense, Smart Detection (Human & Vehicle Classification), SmartVid (Smart IR, DWDR, 3D DNR, BLC), ONVIF (Profile S/T), Remote Monitoring, App, Web, NVR GUI, VMS, Config Tool 1 year comprehensive on site part(s) and labour warranty | Nos. | 32 | |
|---|--|---|-------|-----|--|
| 4 | PoE Switch | Branded 10 Port (8 x PoE, 2 x uplink) 88W or higher PoE Switch | Nos. | 4 | |
| 5 | Distribution Box | Supply, installation, connecting, testing & commissioning of DB with digital fuse Box for Surge Protection and MCB 6A as per load/need, complete in all respect. | Nos. | 3 | |
| 6 | 12U Rack Double Section with PDU for NVR | Providing and fixing of Triple doors lockable, smart rack of 12 U, Wall Mount with Adjustable front and rea vertical Rack mount rails, hinged cabinet swings away from all bracket for easy equipment access, locking, reversible front door locking and removeable side panels, fully assembled for quick installation, Imported cold rolled sheet, machine fabricated, Dual Fan, Glass with lock (Toten, Linkcom or Equivalent) | Nos. | 3 | |
| 7 | Power Cable | Supply and installation of Two Core flex cable | Meter | 100 | |
| 8 | VGA / HDMI Cable | Supply and installation of VGA/HDMi cable for NVR Output to LCD 5 meter. | Nos. | 3 | |

| 9 | STP Cable | Supply, installation, connecting and testing of Cat-6 STP cable, at least 23 AWG Standard, solid bare, copper with 250Mhz or Higher support, should comply with Category 6 ANSI/TIA/EIA-568 & ISO/IEC 1180 standard | Meter | 100 | |
|-------|-------------------------|---|-------|------|--|
| 10 | UTP Cable | Supply, installation, connecting and testing of Cat-6 STP cable, at least 23 AWG Standard, solid bare, copper with 250Mhz or Higher support, should comply with Category 6 ANSI/TIA/EIA-568 & ISO/IEC 1180 standard | Meter | 1130 | |
| 11 | PVC Pipe | Providing and fixing of 1" /1.5" PVC pipe/conduit rigid / flexible (lipped to surface) with specials, complete in all | Meter | 1100 | |
| 12 | LED Smart Screen | Supply and Installation of 32" Smart LED monitor with wall mount bracket of best quality | Nos. | 4 | |
| 13 | CCTV signage | Providing and fixing of CCTV signage of 1'x1.5' size of PVc to be installed at prminent locations to ensure adequate notification | Nos. | 20 | |
| 14 | Installation Charges | Installation, Testing, Tagging, Commissioning and Integration Charges for the complete system | Job | 3 | |
| Total | | | | | |