

# ELIGIBILITY CRITERIA FOR AMC OF IDS CAMERAS

- 1.** The bidder should be duly registered on GeM portal with valid seller authorization for providing AMC/Maintenance services of CCTV/IDS Cameras or similar surveillance systems.
- 2.** The bidder should possess valid PAN, GST Registration Number and all statutory registrations required for execution of the contract.
- 3.** The bidder should have experience in execution of AMC/repair/maintenance of CCTV Cameras, IDS Cameras, surveillance systems, networking equipment or similar electronic security systems during the last three years.
- 4.** The bidder shall submit copies of previous work orders/completion certificates/experience certificates in support of similar works executed.
- 5.** The bidder should have adequate technical infrastructure, tools, testing equipment and qualified manpower for carrying out maintenance and repair work.
- 6.** The bidder shall have capability to attend breakdown complaints within stipulated response time and provide onsite support as and when required.
- 7.** The bidder should not have been blacklisted, debarred or banned by any Central Govt, State Govt, PSU or autonomous body. An undertaking in this regard shall be submitted.
- 8.** The firm shall ensure availability of genuine/OEM compatible spare parts and consumables during the AMC period.
- 9.** The bidder shall comply with all labour laws, safety regulations and statutory provisions applicable during execution of the contract.
- 10.** The bidder shall be responsible for conduct and verification of personnel deployed for maintenance work and shall comply with security instructions of the user unit.
- 11.** The bidder shall submit self-attested copies of PAN Card, GST Registration, GeM Registration, Bank Details/Cancelled Cheque, Experience Certificates/Work Orders and undertaking regarding non-blacklisting.
- 12.** The bidder shall have an operational service support mechanism for attending complaints during the AMC period.
- 13.** The purchaser reserves the right to verify the credentials, documents and past performance of the bidder before award of contract.
- 14.** The successful bidder shall execute the AMC strictly as per terms and conditions of GeM bid and directions issued by the purchaser from time to time.