



नेशनल टेक्स्टाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)
(A Government of India Undertaking)



CIN NO.
U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फ़ैक्स / Fax- 022-22686631, Email : ntelwr.mumbai@ntcltd.org

NTC (WR)/MM/AMC/CCTV/2025/

Date: 26.11.2025

TENDER DOCUMENT

FOR

Call-Based Annual Contract for CCTV camera and Surveillance system which includes CP Plus & Hikvision - Bullet & Dome camera, DVR, HDD with Power Supply, LCD Monitor, Ethernet cable.

National Textile Corporation (WR), Mumbai invites sealed tenders under Two Bid systems (Technical & Commercial) from the firms who are in the field of CCTV camera and Surveillance system in Central Government Organization/Firms, PSU etc. for the last five years.

ELIGIBILITY OF BIDDERS: (Technical Parameter)

This invitation of bids is open to all manufacturers or their Authorized Agents or Computer Maintenance Firm who qualify the following pre-bid qualifications.

i	The firms who are in the field of CCTV camera and Surveillance system in Central/State Government Organization, Pvt. Ltd. Firms, PSU etc. for the last Five years. Copy of Work Order for each year in support of this to be submitted.
ii	The firm should be registered in G.S.T. Copy of requisite documents in support of this is to be submitted along with the tender.
iii	The firm must be having annual turnover of minimum Rs.5.00 lakhs and more in maintenance service only during each of the Financial Year 2022-23, 2023-24 & 2024-25. Copy of requisite documents in support of this to be submitting along with the tender.
iv	The bidder must be an OEM/Authorized dealer/Authorized Distributor/Authorized System integrator or Company/firm of the OEM of CP Plus/Hikvision/Equivalent brand. Letter/Certificate of OEM to be submitted.

Earnest Money Deposit (EMD)

Bidders have to submit the EMD of Rs. 2000/- (Rs. Two thousand only) by Demand Draft drawn on any Nationalized / Scheduled Commercial Bank in favor of **"N.T.C.Ltd.-Unit-Western Region"**, payable at Mumbai. Tenders received without requisite EMD shall be summarily rejected.

EMD of unsuccessful bidders will be refund after awarded the contract and EMD of **successful bidders will be converted in to security deposit towards** performance and will be returned on successful completion of contract period. EMD/Security Deposit will not carry any interest.



नेशनल टेक्सटाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)

(A Government of India Undertaking)



CIN NO.

U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फ़ैक्स / Fax- 022-22686631, Email : ntlwr.mumbai@ntcltd.org

Cost of Tender Form

Interested contractors may obtain tender document from NTC (WR), Mumbai Office on payment (non-returnable) of Rs.500/- (Rs. Five Hundred only) by Demand Draft drawn on any Nationalized / Scheduled Commercial Bank, in favor of **“N.T.C.Ltd.-Unit-Western Region”** payable at Mumbai from 26.11.2025 to 10.12.2025 (up to 2.00 PM).

The Bidders who were download the tender document from our website i.e. – www.ntcltd.org are required to pay the prescribed tender fee of Rs.500/- (Rs. Five Hundred only) by way of Demand Draft drawn on any Nationalized Bank/ Scheduled Commercial Bank in favor of **“N.T.C.Ltd.-Unit-Western Region”** payable at Mumbai at the time of submission of tender.

CONCESSION/EXEMPTION FOR MSES ENTREPRENEURS

For granting the necessary concession / exemptions to MSEs Entrepreneurs as per MSME, Govt. of India, directives. The bidder should specify, whether they are Micro or Small Enterprises. If so, whether they are owned by SC/ST Entrepreneurs. Copies of registration certificates issued by the MSEs Concerned Authorities should submit.

SUBMISSION OF TENDER:

1. Bidders are requested to quote your offer accordingly in the format enclosed **Annexure–A.**
2. Bidders are requested to initial and stamp at each page of tender documents and submit the same along with tender.
3. The tenders with fill up quotation are to be submitted in prescribed format only. Conditional tender will be rejected out rightly.
4. The sealed envelope should super-scribe the nature of work and Name & Address of the bidder.
5. Demand Draft for **EMD and cost of tender document** (If tender document has downloaded from NTC Website) should be put in separate envelope.
6. The seal Tender are to be deposited in the Tender Box kept in the office of NATIONAL TEXTILE CORPORATION LTD.,(WESTERN REGION), 3rd floor NTC HOUSE, 15, N.M. MARG, BALLARD ESTATE, MUMBAI – 400 001 on or before **10.12.2025 up to 3.00 PM.**
7. NTC will not be responsible for non-receipt or delay for submission of tenders under any circumstances.

Opening of Tender

Tenders will be opened on 10.12.2025 at 3.30 PM in the presence of bidders who remained present.

Payment Terms

1. The payment will be after completion of each month on submission of satisfactory service report with Tax invoice Bill certified by IT Dept.- NTC, WRO.
2. Payment will be released within 30 days from the date of submission of bills.

J.T. Mgr. (I.T.)



नेशनल टेक्स्टाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)

(A Government of India Undertaking)



CIN NO.

U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फ़ैक्स / Fax- 022-22686631, Email : ntcwr.mumbai@ntcltd.org

INSTRUCTIONS TO BIDDERS

INVITATION FOR BIDS (IFB)

TENDER- Call-Based Annual Contract for CCTV camera and Surveillance system which includes CP Plus & Hikvision - Bullet & Dome camera, DVR, HDD with Power Supply, LCD Monitor, Ethernet cable, required for National Textile Corporation Ltd. (WRO), Mumbai and its unit mills, Mumbai.

Terms & Conditions

1. The rates quoted should be per call based visit/diagnosis/repair charges.
2. The rates should be inclusive of all types of taxes & levies like GST etc.
3. Only genuine spare parts will be used.
4. In case the contracting firm is not able to accept the contract after it is awarded or if they are not able to do any work/undertaken contract the firm will be liable to pay the damage to the NTCWR including the cost, which the NTCWR will have to incur for getting such work done.
5. The above act of backing out would automatically debar the contractor from any further dealing with this NTCWR and the security money would be forfeited.
6. The payment will be made after completion of each month. The firm shall submit bill along with the completion service report duly signed by the user/security person along with Seal and Sign, after the completion of each month. The service tax as levied by the Govt. over and above the unit rate/ total amount as admissible, will be payable to the firm. This is only a tentative schedule of payment and does not confer any legal or other right on the firm to proceed against the NTCWR incase payment gets delayed due to budgetary and other unforeseen circumstances. The payment will be made after proper deduction of TDS as per existing rates and rules.
7. Technical and financial bid would be in clear words, categorically mentioning each term specifying the rates etc. Any kind of ambiguous/obscure/unclear terms would lead to rejection of the firm's bid.
8. In case the firm falls to cope with the workload or does not render satisfactory services, the contract awarded to them shall be cancelled forthwith and the security deposit and the payments due to them shall be forfeited. The contract can be terminated summarily by this NTCWR at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of the contract. In this connection the decision of the Head of NTCWR shall be final and binding on the firm.
9. The NTC reserves the right to award the Annual Contract for Call-Based maintenance for CCTV camera and Surveillance system which includes CP Plus & Hikvision - Bullet & Dome camera, DVR, HDD with Power Supply, LCD Monitor, Ethernet cable, on the basis of quotations for each item of work separately or collectively.
10. The duration of AMC contract is for a period of One year and may be further extended in accordance with the requirement of the NTCWR on the same terms and conditions and same rates, if NTCWR is satisfied with the service.



नेशनल टेक्सटाइल कारपोरेशन लिमिटेड NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)

(A Government of India Undertaking)



CIN NO.
U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फ़ैक्स / Fax- 022-22686631, Email : ntlwr.mumbai@ntcltd.org

Scope of Work

- Assets covered under Call based annual contract for CCTV surveillance system are CCTV Dome and Bullet Camera (CP Plus& Hikvision), DVR, HDD with Power supply, LCD Monitor, LAN Cable, Power Adaptor etc. Call includes diagnosing and resolving the problem as per the assigned call. For any assigned calls for CCTV camera, its connectivity, System settings etc., following work to be included in the same call- Software/System/DVR settings, Ensuring the proper recording of all camera in Live, Live streaming of camera in remote devices like PC or mobile. Date and Time is accurate. Identifying Internet/LAN faults, including LAN configuration, Cable connections and connector replacement etc., to get the issue resolved.
- Assets covered under Call based annual contract for CCTV surveillance system are CCTV Dome and Bullet Camera (CP Plus& Hikvision), DVR, HDD with Power supply, LCD Monitor, LAN Cable, Power Adaptor etc. Call includes diagnosing and resolving the problem as per the assigned call. For any assigned calls for CCTV camera, its connectivity, System settings etc., following work to be included in the same call- Software/System/DVR settings, Ensuring the proper recording of all camera in Live, Live streaming of camera in remote devices like PC or mobile. Date and Time is accurate. Identifying Internet/LAN faults, including LAN configuration, Cable connections and connector replacement etc., to get the issue resolved.
- Repair/Replacement of Camera/Spares/accessories/LAN Cable/Power Cable, if required and diagnosed by the visiting Engineer, may be charged extra, after submission of Quotation by the service provider, subject to the approval from NTC, WRO.
- Call Response Time shall be max 4 hours – Calls assigned by NTC should be attended within 4 hours.
- Call Resolution Time shall be max 24 hours – to identify the issues and fix the same, all included in single call only.
- Observation Time of 48 hours for each call attended. In case same issue for same device reoccur and is reported within 48 hours, the same will be attended and included in the previous call only, without extra charges.
- Payment shall be processed after completion of month, for the calls duly completed and Call Report duly signed by Mill User/Security Guard.
- Working time from 9.00 A.M. to 6.00 P.M except Sundays and Government Holidays.

Locations to be covered-

1. Digvijay Textile Mill, Lalbaug
2. Jam Mills, Lalbaug
3. Finlay Mills, Lalbaug
4. Madhusudhan Mill, Dadar
5. Kohinoor Mill, Dadar
6. Indu No.3 & 4, Kalachawki
7. Sitaram Mills, Chinchpokali

8. Podar Mill N.M. Joshi Marg, Chinchpokli



नेशनल टेक्सटाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)

(A Government of India Undertaking)



CIN NO.
U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फ़ैक्स / Fax- 022-22686631, Email : ntclwr.mumbai@ntcltd.org

9. Tata Mill, Dadar

10. Indu Mill 5, Kalachowki

Penalty

Penalty shall be levied Minimum @ 0.5% of the charges of the equipment per day, if the minor faults are not set right within 5 hours from the time of complaint registered to the engineer.

You are requested to read carefully and understand the terms and conditions of contract in the foregoing paragraphs before sending your quotations, no violation of the aforesaid terms and conditions shall be permitted once this NTCWR accepts your quotations.

In case of any doubt, may be consulted. **J.T. Mgr. (IT.)**

- The parties those are registered with MSME, Govt. of India will be given preference and most preference will be given to SC / ST MSME parties. Party should submit the supporting documents regarding their registration with MSME, NTC has the right to accept or reject any or all tenders without assigning any reason are reserved.
- Any dispute pertaining to above Comprehensive AMC for desktop computer/ Printer/ laptop etc. shall be resolved through the "Court of Law of Mumbai jurisdiction" only.

RESOLUTION OF DISPUTES

The Terms & Condition of this tender document shall prevail in case of any dispute arising out of this contract and any dispute directly or indirectly connected with this contract will be referred to sole arbitration of the Chairman & Managing Director of National Textile Corporation Ltd. New Delhi or any other officer appointed by the Chairman-cum-Managing Director of the corporation for this purpose. The decision of the said arbitrator shall be final, conclusive and binding upon all concerned.

FORCE MAJURE

The General Manager of Mills shall not be liable for any failure or delay in execution of contract due to any cause beyond their control including fire, floods, strikes, go-slow, lock-out, closure, pestilence dissilience dispute with staff dislocation of normal working conditions, war riots epidemics political upheavals Government actions commotion, breakdown of machinery, shortage of labor, demands or otherwise or any other cause or conditions beyond the control of aforesaid causes or not and the existence of such cause or consequence may operate at the sole discretion of The General Manager of the Mills. To extend the time of execution on the part of The General Manager of the Mills by such period as may be necessary to enable The General Manager of the Mills to affect execution after the cause of delays will have ceased to exist. The provisions aforesaid shall not be limited or abrogated by any other terms of the contract whether printed or written.



नेशनल टेक्सटाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)

(A Government of India Undertaking)



CIN NO.

U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.

WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.

दूरध्वनी / Tel. 022-22686600, फ़ैक्स / Fax- 022-22686631, Email : ntelwr.mumbai@ntcltd.org

ANNEXURE-A

CCTV Device Detail at different location

Sr	Description	Make	DVRwith2& 3TB HDDpower Supply	Came ra	Monitor	Location
1	8ChannelDVRwith segate 2TB Hdd& poweradaptor	CPPLUS	1DVR +1HDD	8	1	NTCWRO, CSMT
2	4ChannelDVRwith segate2TBHdd& power adaptor	CPPLUS	1DVR+ 1HDD	2	1	Jam Mills, Lalbaug
3	4ChannelDVRwith segate 2TB Hdd& power adaptor	CPPLUS	1DVR+ 1HDD	3	1	Finlay Mills, Lalbaug
4	4ChannelDVRwith segate 2TB Hdd& poweradaptor	CPPLUS	1DVR+ 1HDD	3	1	Digvijay Mill, Lalbaug
5	4ChannelDVRwith segate2TBHdd& power adaptor	CPPLUS	1DVR+ 1HDD	2	1	Madhusudh AnMill, Dadar
6	4ChannelDVRwith segate 2TB Hdd& poweradaptor	CPPLUS	1DVR +1HDD	2	1	Kohinoor Mill, dadar
7	4ChannelDVRwith segate 2TB Hdd& power adaptor	CPPLUS	1DVR+ 1HDD	4	1	InduNo.3 & 4,Kalachaw ki
8	4ChannelDVRwith segate 2TB Hdd& power adaptor	CPPLUS	1DVR +1HDD	3	1	Sitaram mills ,Chinchpok alySitaram mills,Front
	2MPoutdoor Cameras	Hikvision		1		
	2 MP 4 Channel DVRwith segate 1TBHdd&power adaptor,monitor camera	Hikvision	1DVR +1 HDD	2	1	Sitaram mills, Back side
9	8ChannelDVRwith segate 2TB Hdd& power adaptor	Hikvision	2DVR +2 HDD	6	2	Podar Mill
	4ChannelDVRwith segate 1TB Hdd& poweradaptor					N.M. Joshi Marg, Chinc hpokli
10	8ChannelDVRwith Segate2TBHdd& Power Adaptor	Hikvision	1DVR +HDD	5	1	Tata Mill, Dadar
11	Two4ChannelDVR with 2TB & 1TB Hdd&poweradaptor	Hikvision	2DVR +2 HDD	4	2	Indu Mill 5, Kalachowky
	Total		14DVR&14Hard Disk	45	14	



नेशनल टेक्सटाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)
(A Government of India Undertaking)



CIN NO.
U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फ़ैक्स / Fax- 022-22686631, Email : ntlwr.mumbai@ntcltd.org

Performa - I

1. Name & address of the Bidder: Phone:

Fax:

E-mail:

Website of the company:

Toll Free Customer Care Number

2. Classification:

Constitution of Bidder: (Specify whether Sole Proprietorship/Company etc.)

3. Order statistics indicating AMC successfully completed during the last three financial years as per Performa iv (separate list attached)

4. Details of Organization & Service Center:

- i. No. of skilled Engineers :
- ii. List of special/repair/workshop facilities available.



नेशनल टेक्सटाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)

(A Government of India Undertaking)



CIN NO.

U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फ़ैक्स / Fax- 022-22686631, Email : ntclwr.mumbai@ntcltd.org

Performa - II

PERFORMANCE STATEMENT OF THE BIDDER

(Details of Work Experience of similar/AMC during last Five years)

Name of the Bidder:

Order placed By(full address of Purchaser)	Order No. and Date	Description and Qty. of ordered	Value of Order	Date of completion
1	2	3	4	5



नेशनल टेक्सटाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)
(A Government of India Undertaking)



CIN NO.
U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलाई इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फैक्स / Fax- 022-22686631, Email : ntclwr.mumbai@ntcltd.org

COMMERCIAL BID

RESPONSE SHEETS FOR PRICE BID

Sr. No.	Description	Amount In Rs.
1.	Service Charge/Call (Cost of parts will be paid by Corporation)	

RESPONSE SHEETS FOR PRICE BID - The Detailed Price

Total Price in Figures/ call

Total Price in words.....

Place:

Signature of the Bidder with Seal

Date: