

GOVERNMENT OF ASSAM
OFFICE OF THE PRINCIPAL-CUM-CHIEF SUPERINTENDENT
LAKHIMPUR MEDICAL COLLEGE & HOSPITAL, NORTH LAKHIMPUR
DIST-LAKHIMPUR:: ASSAM PIN-787 051::Phone: 03752 299956
E-mail-lmchnorthlakhimpur@gmail.com website- <https://lakhimpur-mch.assam.gov.in>
(Under Hospital Management Society, Lakhimpur)

No. LMCH/121/CCTV/2026-27/1286

Dated: 24.06.2026

EXPRESSION OF INTEREST (EOI)

Expression of Interest (EOI) is invited from reputed Companies/Agencies/Firms for **Revamping, Servicing and Annual Maintenance of the existing CCTV Surveillance Infrastructure** (comprising IP-based cameras, NVR/DVR units, fibre optic network, PoE switches, and related equipment) at Lakhimpur Medical College & Hospital, North Lakhimpur, Lakhimpur, Assam. The detailed terms and conditions of the EOI may be obtained from the Office of the Superintendent, LMCH, during working hours. Competent Companies/Agencies/Firms are requested to submit the details of their proposal to the **Superintendent, Lakhimpur Medical College & Hospital, Saboti, Chowkham, North Lakhimpur, Lakhimpur, Pin – 787051, Assam** on or before **15.07.2026 by 12.00 P.M.**

All the EOI received by due date will be opened at 1:00 P.M. on the same date in front of bidders or their representatives. Based on the eligibility criteria as mentioned in this EOI, bidders will be shortlisted. The shortlisted agencies will be issued NIT/RFP against which firms will be required to submit technical and financial bid in sealed cover.

Important Information:

Detailed Tender Documents: Available at <http://www.lakhimpur-mch.assam.gov.in> or the Office of the Superintendent, LMCH.

Site Visit: Mandatory for all prospective bidders. **Mandatory site inspection period (25th June – 14th July 2026)** to verify camera locations and NVR status and submit comprehensive report.

Sd/-

**Principal cum Chief Superintendent
Lakhimpur Medical College & Hospital
North Lakhimpur, Lakhimpur, Assam**

Memo No. LMCH/121/CCTV/2026-27/1286-A

Dated: 24.06.2026

Copy forwarded for information to :

1. The Director of Medical Education, Assam, Sixmile, Khanapara, Guwahati – 22.
2. The Medical Superintendent, LMCH, North Lakhimpur.
3. The Director of Information & Public Relation Officer, Assam, Dispur, Guwahati – 6. **He is requested kindly to publish the EOI notice in daily news papers. One in Assamese, one in English daily.**
4. Dr. Migom Dole, Dy. Superintendent, for immediate uploading the EOI in the LMCH website.
5. Notice Board, LMCH, North Lakhimpur
6. Notice Board of the District Commissioner office, Lakhimpur
7. The DI&PRO, North Lakhimpur for wide publication of the tender.
8. Office file.


**Principal cum Chief Superintendent
Lakhimpur Medical College & Hospital**

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PUBLIC NOTICE – EXPRESSION OF INTEREST (EOI)
REVAMPING, SERVICING & ANNUAL MAINTENANCE
OF CCTV SURVEILLANCE INFRASTRUCTURE

EOI Ref. No.: LMCH/121/CCTV/2026-27/1286 dt. 24.06.2026 | Department: MCH, Hospital & Academic Block

430 <i>Cameras Installed</i>	225 <i>Non-Functional</i>	7 <i>NVR/DVR Units</i>	2 <i>Blocks Covered</i>
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Lakhimpur Medical College & Hospital (LMCH), North Lakhimpur, Assam, a Government Medical Institution under the Directorate of Medical Education, Government of Assam, invites **Expressions of Interest (EOI)** from reputed and technically qualified firms/agencies for the comprehensive **Revamping, Servicing, and Annual Maintenance** of its existing IP-based CCTV surveillance infrastructure across the Hospital Block and Academic Block.

SCOPE OF WORK INCLUDES › Restoration of all non-functional cameras › NVR hard drive repair / replacement › PoE Gigabit Managed Switch › Fibre SFP module supply & fibre splicing › CCTV server IP restoration › Monthly preventive maintenance visits › Annual Maintenance Contract (AMC) – 1 Year	KEY ELIGIBILITY CRITERIA › Min. 3 years' experience in IP-based CCTV › 2 similar projects in Govt./hospitals (with proof) › Authorised dealership/ OEM authorization certificate › Annual turnover ≥ ₹25 Lakhs (last 3 years) › Technical manpower with CCTV/network expertise › Local service presence in Assam › Not blacklisted by any Govt. authority
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HOW TO APPLY

Last Date & Time	15.07.2026 up to 12:00 PM
Submit To	O/O the Superintendent, Hospital Building, Lakhimpur Medical College & Hospital, North Lakhimpur – 787051, Assam
Contact Email	lmcnorthlakhimpur@gmail.com
Envelope Marking	"EOI for CCTV Revamping & AMC — LMCH/121/CCTV/2026-27"

The full EOI document with detailed scope, eligibility criteria, and terms is available at the Office of the Principal, LMCH, during working hours.

LMCH reserves the right to accept or reject any/all responses without assigning reasons.

Important Information:

Detailed EOI Document: Available at <http://www.lakhimpur-mch.assam.gov.in> or the Office of the Superintendent, LMCH.

Site Visit: Mandatory for all prospective bidders. **Mandatory site inspection period (25th June – 14th July 2026)** to verify camera locations and NVR status and submit comprehensive report.

Sd/-
Principal cum Chief Superintendent
 Lakhimpur Medical College & Hospital,
 North Lakhimpur, Assam

EXPRESSION OF INTEREST

The Principal cum Chief Superintendent, Lakhimpur Medical College & Hospital (LMCH), North Lakhimpur, Assam invites Expression of Interest (EOI) from eligible **Agency/Company/Firm** affixing court fee stamps of Rs. 8.25/- (Rupees Eight and Paise Twenty Five) only for ***"Revamping, Servicing and Annual Maintenance of CCTV Surveillance Infrastructure at Lakhimpur Medical College & Hospital, North Lakhimpur, Assam."*** A closed tender will be floated amongst the eligible firms.

1. Date and Time of Pre-Bid Meeting : **01.07.2026** at 12.00 P.M.
2. Last Date of Submission of EOI : **15.07.2026** up to 12.00 P.M.
3. Date and Time of Opening of EOI : **15.07.2026** at 1.00 P.M.

Interested parties should send their proposal/offer to O/o the Superintendent, Lakhimpur Medical College & Hospital, Saboti, Chowkham, North Lakhimpur – 787051, Assam on stipulated date and time.

A. General Terms and Conditions

1. This EOI is not a tender or request for proposal. The institution reserves the right to accept or reject any or all responses without assigning any reasons thereof.
2. Submission of an EOI does not confer any right upon the firm for award of contract.
3. The institution reserves the right to cancel or modify the EOI process at any stage.
4. All work shall be carried out in accordance with the standards prescribed by the Bureau of Indian Standards (BIS) and applicable Government guidelines.
5. Warranty for all replaced components and equipment shall be a minimum of 1 (one) year from the date of installation.
6. The firm shall maintain strict confidentiality of all institutional data and CCTV footage encountered during the course of work.
7. All taxes, duties, and levies applicable shall be borne by the firm and included in the financial bid.
8. Disputes, if any, shall be subject to the jurisdiction of courts at North Lakhimpur, Assam.
9. Sub-contracting for any part or any setup shall not be allowed.
10. In case the agency fails to restore the CCTV system to functional status within the stipulated time frame, the offer may be withdrawn after following due process by LMCH.
11. All costs associated with network connectivity, internet charges, hardware and software required for the maintenance of the system shall be borne by the agency during the AMC period, unless specifically agreed otherwise.
12. The Bidder shall be responsible for all costs associated with the preparation of the EOI and participation in the pre-bid meeting. LMCH will not be responsible for any cost, regardless of the conduct or outcome of the bidding process.
13. **Number of Applications and costs thereof:** No Applicant shall submit more than one Application for the Project. An applicant applying individually or as a member of a Consortium shall not be entitled to submit another application either individually or as a member of any Consortium, as the case may be.
14. The institution reserves the right to reject any/all applications without assigning any reason whatsoever. Any misrepresentation or concealment of facts/truths will lead to blacklisting of the firm.

B. Instructions to Bidders

1. A pre-bid meeting for this EOI shall be held on **01.07.2026** at 12:00 P.M. in the Conference Hall of the Lakhimpur Medical College & Hospital, North Lakhimpur.
2. Any subsequent corrigendum/clarifications, if required, will be made available at the Office of the Principal cum Chief Superintendent, LMCH, and/or through official communication.
3. Interested agencies may submit their Expression of Interest (EOI) by providing all the necessary documents as specified in this document.
4. The Expression of Interest document should be submitted in a sealed cover superscribed as **"Expression of Interest for Revamping, Servicing and Annual Maintenance of CCTV**

Surveillance Infrastructure at Lakhimpur Medical College & Hospital, North Lakhimpur" along with an application duly signed by an authorised signatory and must reach the O/o. the Principal cum Chief Superintendent, Lakhimpur Medical College & Hospital, Saboti, Chowkham, North Lakhimpur – 787051, Assam by 12.00 P.M. on or before **15.07.2026**. Any submission beyond the stipulated time will not be considered. LMCH reserves the right to extend the time period of submission vide prior intimation.

5. All the applications received by due date will be opened at 1:00 P.M. on the date of opening in front of bidders or their representatives.
6. EOI sent by email or fax shall not be considered for evaluation.
7. The Technical Evaluation Committee constituted by the LMCH authority shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence may result in non-consideration of the EOI proposal.
8. Each of the responses shall be evaluated to validate compliance of the bidders according to the supporting documents specified in this document.
9. The decision of the Technical Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
10. Based upon the shortlisted EOI, NIT/RFP will be issued and accordingly shortlisted bidders will be asked to submit technical and financial bid before the date and time mentioned in the RFP.
11. The Technical Evaluation Committee reserves the right to not consider any or all proposals.
12. Respondents are requested to submit their responses in the format given below –
 - a. Covering Letter as per the format provided in Annexure-I
 - b. Other related information as per Annexure-II (Experience Details)
 - c. Power of Attorney (PoA) document authorising the signatory to sign on behalf of the company/firm, in the format available with the participating agency.
 - d. Proposal should contain a comprehensive solution document consisting of the Approach & Methodology (maximum 5 pages), technical details of the CCTV infrastructure proposed (make/model of cameras, NVR, switches, fiber equipment, cabling), deployment architecture, technology platform, scope of revamping and AMC services, licensing scheme for software/firmware, and hardware/network requirements.
 - e. Profile of personnel with qualification & experience who shall be engaged in the project.

C. Eligibility Criteria

1. Technical Eligibility

- Firms must have a registered office in Assam.
- The Firm/Company should be well established and a legally registered entity (Proprietorship / Partnership / LLP / Private or Public Limited Company) under applicable Indian laws.
- The firm must have a minimum of 3 (three) years of proven experience in installation, commissioning, and maintenance of IP-based CCTV surveillance systems.
- The Bidder must have prior experience of successfully completing at least two (2) CCTV installation, revamping, or maintenance projects in Government institutions, hospitals, or educational institutions (detailed experience in the field to be submitted with documentary proof).
- List of similar projects completed/implemented with references and client contact details. Firms should submit successful work completion/satisfaction certificates from clients where the firm has completed CCTV installation or AMC projects.
- Authorisation Certificate from the OEM or principal manufacturer/distributor for NETGEAR or equivalent make of PoE Managed Switches and Fiber SFP modules proposed.
- The firm must possess technically qualified manpower including CCTV engineers and network technicians with relevant experience.

- The Firm should agree to make presentations related to the information sought in response to this EOI, if called upon to do so.

2. Financial Eligibility

- The firm must have an Average Annual Turnover for the last three assessment years should not be less than Rs. 25 Lakhs, authenticated by a Chartered Accountant.
- IT Return Acknowledgement for the last three assessment years.
- Should not have been blacklisted by any State Government, Central Government or any other Public Sector Undertaking or a Corporation as on the date of EOI submission. An undertaking to this effect should be submitted on the firm's letterhead.

D. Documents to be submitted along with EOI

Interested firms must submit the following documents as part of their Expression of Interest:

1. Introduction of the company/firm (complete profile).
2. Organisational profile including details of technical staff and their qualifications
3. Copy of GST Registration Certificate.
4. Copy of PAN Card of the firm.
5. CA audited Financial Statements / Balance Sheets for the last 3 financial years (FY 2023-24, 2024-25, 2025-26)
6. List and documentary proof of similar CCTV projects completed (Work Orders / Completion Certificates).
7. Authorisation Certificate from OEM / principal manufacturer for the products.
8. Undertaking that the firm is not blacklisted by any Government authority.
9. Any other relevant certificates, licenses, or credentials the firm wishes to present in support of its capability.
10. Necessary Trade License/Incorporation/Registration Certificate along with Memorandum of Association (MoA)/Bye-laws or similar legal document should be furnished as documentary proof.
11. Complete project plan as a turnkey solution with a tentative time-plan for restoration and AMC must be submitted.

Disclaimer

The purpose of this Expression of Interest (EOI) document is to provide interested parties with information to assist in formulation of their Proposal. This EOI document does not purport to contain all information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI document and obtain independent advice from appropriate sources. The vendor will submit a turnkey solution for this project.

E. Purpose of Expression of Interest

Lakhimpur Medical College & Hospital (LMCH), North Lakhimpur, Assam, intends to invite Expression of Interest (EOI) from competent and experienced firms to indicate their interest in the **Revamping, Servicing and Annual Maintenance of the existing IP-based CCTV Surveillance Infrastructure** at Lakhimpur Medical College & Hospital, Saboti, Chowkham, North Lakhimpur – 787051, Assam.

F. Introduction

The CCTV surveillance system at **Lakhimpur Medical College & Hospital** is a critical infrastructure for ensuring the safety and security of patients, medical students, staff, and institutional assets across the Hospital Block and the Academic Block. The existing system comprises **430 IP cameras, 7 NVR/DVR units, fiber optic cabling, PoE managed switches, and allied network equipment**. As per the in-house formulated Servicing & Maintenance Report (April 2026), **225 out of 430 installed cameras (approximately 52%) are presently non-functional** on account of NVR hard drive failures, fiber optic connectivity faults, defective network switches, and server IP issues — constituting a serious surveillance gap in the institution. Restoration of the full system to operational status and its upkeep through a structured Annual Maintenance Contract (AMC) is urgently required.

G. Scope of Project

The scope of the proposal is to comprehensively revamp the existing CCTV surveillance system and provide Annual Maintenance services. The total scope broadly comprises the following functional areas:

Part A — Hospital Block (Immediate Revamping Requirements):

- ❖ Supply and laying of 20-metre HDMI cable — 1 No.
- ❖ Fiber optic cable splicing — approximately 40 Nos.
- ❖ Fiber SFP Dual Core module supply and installation — 20 Nos.
- ❖ NVR No. 06 Hard Drive replacement/repair
- ❖ NVR No. 07 Hard Drive replacement/repair
- ❖ 16-Port PoE Gigabit Managed Switch (NETGEAR or equivalent) — 4 Nos.
- ❖ RJ45 Connector — 1 Pkt.
- ❖ RJ45 Joiner — 1 Pkt.
- ❖ Restoration of LMCH Server IP CCTV Service — 1 No.
- ❖ Restoration of camera display for NVR No. 01 (38 cameras), NVR No. 02 (47 cameras), NVR No. 03 (38 cameras), NVR No. 04 (42 cameras), NVR No. 05 (29 cameras), NVR No. 06 (31 cameras)

Part B — Academic Block (Immediate Revamping Requirements):

- ❖ Fiber optic cable splicing — 16 Nos.
- ❖ Fiber SFP module supply and installation — 7 Nos.
- ❖ 16-Port PoE Gigabit Managed Switch (NETGEAR or equivalent) — 2 Nos.
- ❖ RJ45 Connector — 1 Pkt.
- ❖ Restoration of camera display for NVR No. 02 (47 cameras out of reach)

Part C — Annual Maintenance Contract (AMC):

- ❖ Preventive maintenance visits — minimum once per month across both blocks
- ❖ Corrective/breakdown maintenance — response within 24 hours of complaint
- ❖ Replacement of defective cameras, cables, network components and accessories within AMC scope
- ❖ NVR/DVR storage health monitoring; replacement of defective hard drives
- ❖ Monthly system health and uptime reports to the designated authority
- ❖ Maintenance of system logs and incident records
- ❖ AMC duration: Initially 1 (one) year, extendable subject to satisfactory performance
- ❖ Testing and commissioning report to be submitted upon completion of revamping works

NVR Unit	Cameras Out of Reach	Remarks
NVR-01	38 Nos.	Camera display out of reach
NVR-02	47 Nos.	Camera display out of reach
NVR-03	38 Nos.	Camera display out of reach
NVR-04	42 Nos.	Camera display out of reach
NVR-05	29 Nos.	Camera display out of reach
NVR-06	31 Nos.	Camera display out of reach

H. Selection Process

The selection of the empanelled agency will be carried out in the following stages:

Stage	Activity	Description
1	EOI Response	Interested firms submit EOI with documents by the last date.
2	Scrutiny	A Technical Committee constituted by the Principal, LMCH, will scrutinise EOI responses for completeness and eligibility.
3	Shortlisting	Eligible firms will be shortlisted and notified to submit detailed Technical and Financial Bids.
4	Site Inspection	Shortlisted firms may be required to undertake a site visit and submit a detailed assessment report.
5	Award	Final selection based on technical evaluation and financial bid (L1 principle or quality-cum-cost basis, as decided by the competent authority).

I. Submission Details

Submission Mode	Physical (sealed envelope)
Address (Physical Submission)	The Superintendent, Hospital Building, Lakhimpur Medical College & Hospital, North Lakhimpur – 787051, Assam
Contact Person	Dr. Nayanjyoti Sarmah, Deputy Superintendent, LMCH Mobile: 9613111445
Last Date & Time	15.07.2026 up to 12:00 PM
Envelope Superscription	"EOI for CCTV Revamping & AMC — LMCH/121/CCTV/2026-27"

Sd/-

Principal cum Chief Superintendent
Lakhimpur Medical College & Hospital
North Lakhimpur, Assam — 787051

Annexure-I

Covering Letter from the Bidder

(Company Letterhead)

[Date]

The Principal cum Chief Superintendent,
Lakhimpur Medical College & Hospital,
Saboti, Chowkham,
North Lakhimpur – 787051, Assam

Reference: Invitation for Expression of Interest — Revamping, Servicing and Annual Maintenance of CCTV Surveillance Infrastructure at Lakhimpur Medical College & Hospital, North Lakhimpur, Assam.

Dear Sir/Madam,

This is to notify you that our Firm/Agency/Company intends to submit a proposal in response to the EOI for *Revamping, Servicing and Annual Maintenance of the CCTV Surveillance Infrastructure at Lakhimpur Medical College & Hospital, North Lakhimpur, Assam*. Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company/Firm/Agency Name:		
Address:		
Phone:		
Mobile:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to LMCH, North Lakhimpur, Assam is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead LMCH in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the shortlisting process or unduly favours our company in the shortlisting process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected, for undertaking the work of *"Revamping, Servicing and Annual Maintenance of CCTV Surveillance Infrastructure at Lakhimpur Medical College & Hospital, North Lakhimpur"* project.

We agree to abide by the conditions set within this EOI. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this _____ Day of _____, 2026

(Signature)

(In the capacity of)

Duly authorised to sign the EOI Response for and on behalf of:

Sincerely,

[Bidder's Name]

Name

Seal/Stamp of the Agency

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,, certify that I am of
..... and that
who signed the above response is authorised to bind the corporation by authority of its governing body.

(Seal here)

Date: _____

LMCH

Annexure-II

**Information on prior Experience in CCTV Installation / Revamping /
Maintenance Projects in Healthcare / Government Institutions**

Client Information	
Name of the Client	
Details of the Client	
Any relevant details about the client organization	
Project Details	
Nature of the Project	
Provide a description of the project including scope, number of cameras, type of equipment, and significant achievements	
Present status of the project	
Number of Locations/Sites where the project is implemented	
Date of commencement of the project	
Date of successful completion of the project	
If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion	
Duration of maintenance/AMC support provided	
Value of the contract (approx.)	
Client reference contact name and phone number	

(Use separate sheet if needed)

Annexure-III

**Information on Prior Experience in Network / IT / Surveillance
Services Projects for any Hospital (Private or Government)**

Client Information	
Name of the Client	
Details of the Client	
Any relevant details about the client organization	
Project Details	
Nature of the Project	
Provide a description of the project including scope, nature of services, technology platform, complexity, and significant achievements	
Present status of the project	
Number of Locations/Units at which the project is implemented	
Date of commencement of the project	
Date of successful completion of the project	
If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion	
Duration of maintenance support	
Value of the contract (approx.)	
Client reference contact name and phone number	

(Use separate sheet if needed)
