



Notification No. ZOR/SEC/2023-24/01

Dated: 02 .09.2023

Empanelment of vendors for Supply, Installation & Annual Maintenance of CCTV System in the Branches, Currency Chest and Zonal Office under UCO Bank, Raipur Zone.

- a. Applications are invited from reputed Agencies/Companies /Firms for empanelment for Installation & Maintenance of CCTV System in the 60 Branches, 07 offsite ATMs, 01 Currency Chest and 1 Office under UCO Bank, Raipur Zone
- b. (Wherever necessary) and rates for undertaking Annual maintenance contract (AMC) for existing 60 branches, , 07 offsite ATMs, 01 Currency Chest and 1 Office under Raipur Zone of UCO Bank. Only those applicants who fulfill the Eligibility conditions of this notice will be considered for empanelment.
- c. Application should be submitted in the prescribed format mentioned in **Annexure-I**. All the pages should be signed as a token of acceptance.
- d. The vendor should meet the eligibility criteria as per details available at **Annexure-II** of this advertisement.
- e. The system should meet with **technical specification** and details given in **Annexure-IV**.
- f. Schedule of maintenance in **Annexure-IX**.
- g. Empanelment of vendors may be restricted to maximum five vendors in accordance with merit towards fulfillment of Eligibility criteria, technical specification and satisfactory demonstration of "CCTV System".
- h. EMD shall be Rs-5000/- (five thousand only) to be deposited along with tender document PART-1 through Demand draft, Banker's cheque or Pay order in favour of UCO Bank, Zonal Office, Raipur.** Tender papers without EMD shall be summarily rejected. EMD is liable to be forfeited in the event of:
- Revocation of the tender or increasing the rates after opening of the tender and before the expiry of the validity of tender.
 - Refusal of the vendor/Contractor to execute the agreement or not complying with the contractual terms & conditions after awarding of contract.
- i. Financial bid should be submitted in **Annexure-X**.
- j. Vendor has to give buyback offer of old CCTV system in the financial Bid.
- k. 10% of the payment will be retained by bank for one year as Defect liability and can be forfeited in the event of non-functioning of the system or non-performance of Vendor.

Tender Reference	Particulars
Cost of Tender Form /Documents	Rs. 250.00 (Rupees Two Hundred fifty rs. only) -Non refundable, cost of Tender Document is to be submitted with Eligibility Bid (Part-I of Tender documents) in the form of Pay Order/Demand Draft in favour of UCO Bank, Zonal Office, payable at Raipur.
Advertisement in News Papers and Bank's website on.	Date of Advertisement in News Papers- 06.09.2023. Tender remained live on Bank's website from 06.09.2023 till 29.09.2023.
Last Date & Time for Submission of Tender	29.09.2023 upto 5:00 PM on working days at UCO Bank Zonal Office, C.G. Eye Hospital Campus, First Floor, Telibandha, Raipur- 492001.
Pre-bid meeting	06.10.2023 for pre-bid meeting to present their issues for discussion, if any.
Date and Time of Opening Eligibility Bid i.e. Part-I	12.10.2023 at Zonal Office.
Date and Time of Opening Technical Bid Part- II & demonstration	17.10.2023 at Zonal Office. Note: Technical Bids (PART-II) will be opened for those vendors only, who will be qualified in Eligibility bid (Part-I) of Tender.
Date of Opening of Financial Bid	18.10.2023 at 11:30 AM onwards, at Zonal Office Raipur. (Financial Bids will be opened for those vendors only, who will qualify in Part-I & Part –II of Tender)
Validity of Tenders	04 months (120 days) from the date of opening of Financial Bid.
Address of Communication	UCO Bank Zonal Office, Security Department, C.G. Eye Hospital Campus, First Floor, Telibandha, Raipur- 492001
Contact Number	9494612722, 0771-4233121
E-mail	Email: zoraipur.sec@ucobank.co.in , zo.raipur@ucobank.co.in

A. Status of Availability of Security Equipments: -

We have 60 branches (including 56 onsite ATMs), 07 offsite ATMs, 01 Currency Chest and one Zonal Office under the Raipur Zone situated in the state of Chhattisgarh. Each of our branches, Currency Chest & Zonal office have SDVR based analogue / digital CCTV system of 4/8/16 Channel and provided with various types of dome/bullets cameras with IR feature, fixed or varifocal lens. These CCTV systems need to be maintained for their 24x7 functioning which included repair/ replacement of faulty parts, up gradation of obsolete equipments, installation of new equipment on need basis.

B. Scope of Work: -

Maintenance of the available CCTV systems under AMC Non-Comprehensive (repair/ replacement of faulty parts). Replacement of old & obsolete DVR/ Cameras with new one on need basis as per our requirement. Re-installation of equipments in case of shifting/ furnishing of branch premises and installation of new system if required in branches, Currency Chests and Zonal Office.

It is highlighted and to be noted by prospective Applicants that they will be required to supply, install and maintain the CCTV System during warranty period at their

own cost and thereafter undertake AMC services as per bank's process. Further they will also be required to undertake AMC services of existing CCTV System already installed and functional at various branches of the bank.

C. Locations To Be Covered: -

The services will be required to be provided in the offices and branches (as required) both existing and opened during the tenancy of this contract, under the jurisdiction of the state of Chhattisgarh.

D. Awarding of rate contract: -

L-1 bidder will be decided on package cost as given in Financial Bid (Annexure VII). Bank may split the work in ratio of 60:40 or in ratio of 60:20:20 amongst L1 and next two bidders who agree to match the rates of L1 as approved and agreed between the Bank and L-1 (hereinafter referred as agreed rates). The offer to bidders to match agreed rates shall be in the ascending order of rates quoted i.e. offer would be given first to L-2 then L-3 then L-4 and so on. The process will continue till the first bidder (in case work is to be split in ratio of 60:40) or first two bidders (in case work is to be split in the ratio of 60:20:20) in ascending order of rates quoted accepts to work at the agreed rates. If no other bidder agrees to work at agreed rates then complete work would be awarded to L1.

The decision of the Committee of the bank for allotment of work shall be final and no representation shall be entertained. Concerned Agency will have to enter into an agreement (as per the format decided by the bank) with the Zonal Office.

E. Period of Empanelment: -

Vendor(s) will be empanelled for a period of **03 years** from the date of empanelment for **CCTV System** and it would be reviewed on annual basis on the basis of rendered performance of selected vendor during the rendered service period and participation of empanelled vendors in the coming tender processes. Bank can extend the period of empanelment beyond initial three years on year-to-year basis (1+1) up to 02 years maximum as per decision of the Zonal Office and also Bank can terminate the empanelment of one & all vendors at any point of time by giving a prior notice of 30 days in writing to the successful bidder/vendor without assigning any reason(s) and without any cost(s) or compensation therefore.

F. Inspection of Facilities: -

The applicant should not have any objection to bank inspecting their manufacturing/ R&D/ other infrastructure or any office to verify documentary/ other claims as per application process. Bank may also hold inquiries from past/ existing clients of the applicant.

G. UCO Bank Right to Accept/Reject any/or all Application: -

BANK reserves the right to accept/reject any or all application and to annul the engagement process and accept/reject all applications at any time prior to registration

or any time after registration, without thereby incurring any liability to the affected applicants or any obligation to inform the affected applicants of the grounds for BANK's action.

H. Purchase through GEMS Portal (Government E-Market): -

Bank reserves the right to purchase the system through GeM portal of Govt. of India and provide the same to the vendor for installation and commissioning in the required branch. However, cost of any material/ component provided by the vendor for installation and commissioning of the system would be as per approved rates, including installation charges.

J. Procedure of Empanelment for Annual Maintenance Contract of CCTV System: -

Bidders required to submit their application to the undersigned in three sealed covers along with his complete Address, email and Contact Number for giving information as and when required.

I. Eligibility Bid in sealed envelope superscribing "PART-I (Eligibility Bid)"

II. Technical Bid in sealed envelope superscribing "PART-II (Technical Bid)"

III. Financial Bid in a separate sealed envelope superscribing "PART-III (Financial Bid)".

All the three Parts of Bids will be submitted in one sealed envelope duly super scribed **"Empanelment of Vendor for Annual Maintenance Contract & Supply and Installation, Testing and Commission of CCTV at the Bank Branches under Zonal Office Raipur"**

Vendor must sign each page of document submitted failing which the application is liable to be rejected. The proposal received after the time of submission, or without proposal fee and earnest money or conditional applications would be rejected. Further, the Bank reserves the right to accept or reject any or all applications without assigning any reason. Bank reserves right to cancel or withdraw the RFP without assigning any reason. The process of engagement and basic criteria which the Applicants should fulfil for engagement is given in subsequent paragraphs.

1) Part I. - Eligibility Bid - to include profile of the company.

a) List of major existing clients, registration number and GST details etc. as mentioned in Appendix-I point-wise. Attach documents wherever required and asked.

b) The vendor who is selected for AMC & Installation of CCTV System has to submit Performance Bank guarantee.

2) Part II. Technical Bid – Technical Bid will be opened after qualification of **Part-I i.e. Eligibility Bid**.

a) To meet the technical specifications: Compliance of technical specifications of CCTV are given in Annexure –VII & XI point wise.

b) Demonstration of CCTV is the part of Technical Bid. **Technical Compliance fulfilling vendors** (As per Annexure VII) have to show a demonstration on CCTV, at Zonal Office premises which is the part of technical qualification criteria of vendor for Technical Bid.

3) Part-III - Financial Bid- Net rates (without any tax calculated) as mentioned in **Annexure –X (CCTV)**

Financial Bids will be opened of those bidders only, who will have qualified successfully Part-I and Part-II.

The Commercial Offer (CO) should contain relevant price information and the rates should be quoted in Indian Rupees only.

The offer from the supplier should be for approved make and model only. The DVR and Cameras should be of the same make. The Bank reserves the right to reject any offer with multiple options.

1. Bidder will be empanelled for contract for which the bidder fulfilling the eligibility criteria of Eligibility Bid Annexure- I and Technical Bid as Compliance Sheet and Successful demonstration of CCTV system.
2. Bidder need to submit the proofs to validate their experience (copies of work order/ contract & performance certificates of the work done to be submitted) in the field of SITC and AMC of CCTV for which the empanelment is sought.
3. After assessment of eligibility bids, bank may confirm the authenticity of the work orders/ contract, performance certificate from their client(s) and bank will also confirm the local address of the bidder through own sources, only after the said confirmations the eligibility bid would be adjudged as valid.
4. Bidder(s) found eligible based on evaluation of their eligibility criteria confirmation of work/ performance/ local address will be summoned to demonstrate their products for the next stage of assessment for empanelment.
5. Only those eligible bidder(s) will be considered for empanelment who's offered products met the requisite specification for the selected security equipment(s).

4) Eligibility criteria for bidders: -

Only those Companies/firms/ agencies that fulfil the eligibility criteria as mentioned in **Annexure-II** of this advertisement will be considered for next stage of assessment for empanelment.

5) Availability of Tender documents & tender fee: -

Tender documents are available on Bank's website www.ucobank.com & at our Zonal Office till last date of submission of bids i.e. 29/09/2023. Bidder required to deposit the non-refundable Tender fee amounting Rs. 250/- (two hundred fifty) in the form of DD in favour of UCO Bank Zonal Office, Raipur and payable at Raipur.

6) Pre-Bid meeting: -

Pre-bid meeting is scheduled to be held at our Zonal Office on 06.10.2023 at 15.00 hrs, interested bidder can submit their queries/ clarifications, suggestion before our purchase committee on schedule date and time. As a resultant of pre-bid meeting any addendum/ corrigendum in bids, its terms & conditions if warranted would be reflected on Bank's website (www.ucobank.com) after a day from pre-bid meeting i.e. from 12/10/2023 & no paper notification would be made for addendum/ corrigendum in bid document. Interested bidders are advised to go through Bank's website after schedule date for any modification in bid document. After pre-bid meeting clarification, suggestion and any type of representation will not be entertained.

7) Opening of Bid(s): -

Sealed bid would be opened at our UCO Bank Zonal Office, as per scheduled opening dates of bid. Bank reserves the right to reject any/all bids without assigning any reason thereto, meanwhile major reasons leading to rejection of bid are specified herein below. Bidders can witness the tender opening process through their authorised representative on scheduled date & time, it is not mandatory for bidder to present at the time of opening of bids. We are not bound to hold the process of opening of tender due to absence of representative of any or all of the bidders at the time of opening of bids. Vendor's

Representative will bring a separate authority letter on company's letterhead with seal and sign to attend opening processes of Bids.

Bids received after scheduled date & time would not be considered for opening & evaluation, sealed bid(s) along with tender fee (if deposited) would be returned to sender's address shown on outer envelope.

8) Evaluation of Bids: -

1. Sealed bids received on or before last date would be evaluated based on eligibility criteria as per Annexure-II & checklist Annexure-III.
2. Documentary proofs in respect of each eligibility criteria would be evaluated, confirmation of local address, executed work/ performance would be ascertained by Bank. Only after that the bid would be considered for the next stage of empanelment for the field/ security item(s) in which it fulfils the eligibility conditions.
3. In the next stage of assessment for empanelment the eligible bidders would be invited for demonstration of their products, in case the offered products found suitable as per criteria fixed by bank, then only the candidature of the bidder is approved for empanelment.
4. Empanelment would be restricted to maximum ten bidders for CCTV system SITC & AMC.
5. Vendor has to must sign all pages of uploaded Tender RFQ/ RFP and their submitted supporting documents with seal and signature of authorized Representative of their Company/ Firm.

9) Rejection of bids: -

Bank can reject the bids in following cases: -

1. Late receipt bids, received in open envelope, received through email.
2. Bids not having proper documentary proofs establishing eligibility of bidder.
3. Bids not provided with requisite tender form fee.
4. Copies of work order/ contract submitted in proof of experience are not supported by performance certificate from client.
5. Work/ services of the bidder found unsatisfactory on confirmation from their client.
6. Confirmation of local address (in the state of Chhattisgarh) not ascertained.
7. Product offered not meets the required specification as evaluated during demonstration.
8. Bank can reject any or all of the bids without mentioning any reason.
9. Not signed and sealed to all pages of Bids/ Tender forms & documents/RFQ/RFP.

10) Performance Security & Earnest money deposit: -

1. The successful selected bidder has to deposit a separate Performance Bank Guarantee @ 10% of the total cost of contract for **AMC & Installation CCTV System** as per their quoted rate in the bid as security deposit or at applicable rate as prescribed by Govt./ bank's guidelines.
2. The successful selected bidder has to deposit a separate Performance Bank Guarantee
3. **The proposed work order/contract with selected vendor would include suitable clause on uptime of security equipments, penalty for default to regulate the quality of work / service.**

11) Termination of contract or work: - The Bank reserve its right to terminate the maintenance and supply contract at any time after giving due **notice of one month** without assigning

any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance/ work already performed up to satisfaction in terms of the contract, these would be paid to it/ him as per the contract terms.

12) The Bidder's Indemnity and Assurance: -

The Bidder should comply with all legal requirements and obtain such licenses, approvals and consents, if any prescribed/required under any law/ rules/regulations, and keep them valid.

The Bank will not be liable to pay any remuneration or compensation to the Bidder or any of the personnel (including its owner(s), director(s), partner(s), employee(s) and any representative(s) engaged by the Bidder in relation to the service except the total cost of CCTV Security system as per agreement and later AMC charges as per agreement.

The Bidder to indemnify against all losses, liability or obligation arising out of its conduct or that of any of the personnel including its owner(s), director(s), partner(s), employee(s) and representative(s) in connection with the work to be offered to selected vendor.

13. SUB - CONTRACTING: -

The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project. In case any particular specialized service in the prescribed in the scope of work requires subcontracting it need to be specified in the proposal/ response document with all the details of the work/ services. Please note that no work/services shall be subcontracted without the prior permission from the Bank in writing.

14. SERVICE LEVEL AGREEMENT: -

(a) The service provider shall be required to enter into a Service Level Agreement with bank, based on terms and conditions mentioned in the tender document within 15 days of issuance of order.

(b) The successful bidder shall execute a Service Level Agreement (SLA), which contained all the services and terms and conditions of the services to be extended as detailed herein. The successful bidder shall execute the SLA & provide the same along with acceptance of Work Order.

(c) All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the successful bidder.

15. Conflict of Interest

The vender shall disclose to Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the vendor or the Bidder's team) in the course of performing the service(s) as soon as practical after it becomes aware of that conflict.

16. Authorise Representative

A power of Attorney / Authorisation Letter from the bidders Authorised officials / Body must be enclosed with the bid certifying that the person(s) who signed the bid is an authorized person on behalf of the bidder.

17. Publicity

Any publicity by bidder in which name of UCO Bank appears, is to be used only after receiving explicit written permission from UCO Bank.

18. Integrity Pact.

Each and Every bidder has to execute pre contract integrity pact as per Bank's format as per (Annexure-E) on non-judicial stamp paper of appropriate value. Scanned copy of pre contract integrity pact must be uploaded in our e-tender website.

UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors/ bidders / sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

- Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- Principal to treat all bidders with equity and reason.
- Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally.
- Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
- Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as Annexure-..... for strict compliance.

19. SETTLEMENT OF DISPUTES

In case of dispute or difference of any kind whatsoever arise between the Bank and the Vendor/ Contractor in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or differences by mutual consultation.

If after 30 days the parties fail to resolve their disputes or differences by such mutual consultation, then either the bank or the vendor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter of dispute. No arbitration in respect of this matter may be commenced unless such notice is given.

Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be settled in accordance with the Arbitration and Conciliation Act, 1996.

Arbitration proceedings shall be held at Bank's office i.e. Zonal Office, Raipur that placed the order and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

The process of arbitration shall be conducted by a sole Arbitrator appointed by the Bank.

20. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or UCO BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have been foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or UCO BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding the above, provisions relating to indemnity, confidentiality, survive termination of the contract shall remain same.

21. Liquidated Damage

Liquidated damages for fail to supply wholly or partly, as per term of our order, non-performance, non-supply in time or supplying the materials which do not confirm the specification/quality prescribed or which is found defective will entail @ 1% (One percent) of the order value per week will be charged for every week's delay from 9th week in commissioning to a maximum of 10% of the order value.

UCO BANK reserves its right to recover these amounts by any mode as it deems fit and proper such as adjusting from any payments to be made by UCO BANK to the bidder, etc. without prejudice to its other rights and contentions available under the Law (s) for the time being in force. Liquidated damages will be calculated on per week basis.

22. No Legal Relationship

This RFP is not an offer by the bank, but an invitation for the vendor responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of the Bank and the Vendors.

Confidentiality

The bidder must undertake that they shall hold in trust any information received by them, under the contract/ agreement, and the strictest of confidence shall be maintained in respect of such information. The bidder has also to agree:

- To maintain and use the information only for the purpose of the contract/ agreement and only as permitted by Bank.
- To only make copies as specifically authorized by the prior written consent of bank and with the same confidential or proprietary notices as may be printed or displayed on the original.
- To restrict access and disclosure of information to such of their employees, agents, strictly on a "need to know" basis to maintain confidentiality of the information disclosed to them in accordance with this clause and
- To treat all information as confidential information.

Other Terms & conditions: -

1. **Modification and withdrawal of bids:**

Bid withdrawal/ modification shall not be allowed after last date and time of bid submission. Withdrawal of bid after last date and time may result in forfeiture of earnest amount. Bid modification after last date and time will not be allowed.

For any queries, bidder may contact us on working days between 10 A.M. to 5 P.M.

3. **Clerical errors to be rectified:** Neither of party/ vendor shall take any advantage of any clerical error or mistake which may creep in or occur in the specifications, schedule of rates, plans, instructions of tenders or any other papers supplied to or by the vendor in connection with the work, but such clerical errors or mistake shall be brought to the notice by the one to the other without any loss of time and same shall be rectified during pre-bid meeting.

4. Tender is valid up to four (04) months from the date of publication.

5. Any dispute arising in this matter will be settled in the jurisdiction of, Chhattisgarh.

6. All pages the tender form & documents to be properly signed and sealed by an authorized person/ representative on behalf of the company as a token of acceptance of all terms & conditions mentioned in the tender form & documents.

7. In case our office is declared closed on the last date of receipt or pre-decided date of opening of tender due to holiday/ Bandh call /Lockdown etc., the respective date shall be treated as deferred/re-scheduled to the next working day.

8. Financial Bids will be opened in the presence of vendors' representatives. If the representative will not be present at the time of opening of bids, L-1 will be selected ex-parte.

9. It may be noted that the requirement given in this RFP is indicative only.

10. Tender /Offers sent through Fax and E-mail will not be accepted.

11. Bank reserves the right to accept / reject in part or in full any or all offers without assigning any reason whatsoever and without any cost or compensation therefore. Any decision of UCO Bank in this regard shall be final, conclusive and binding on the bidders.

12. The empanelment period for the empanelled vendors will be for a period of 03 (Three) years. However, if our Head Office or any higher office of UCO Bank conducts Pan India Rate contract, Zonal office, will have the right to cancel this Rate contract. In such case notice of one month will be served to the firm for termination of Rate contract and no other claims will be entertained.

13. Branch count, Branches with ATM (either at on site or off site) will be under AMC of CCTV of that particular branch and no separate visit will be counted for the ATM visit, whether it is located near or far from Branch location.
14. Please read carefully all the points of Bids/ Tender forms & documents/RFQ/RFP and duly sign on each page with company seal (encrypted Designation with name of the company) as token of acceptance and deposit it mandatorily with the tender documents.
15. Bank reserves the right to award the contract works to single service provider or can engage 02 more service providers.
16. Bank reserves the right to consider or cancel the bidding process in the event of dispute.

Zonal Manager
UCO Bank, Zonal Office,
Security Department,
C.G. Eye Hospital Campus, First Floor,
Telibandha, Raipur- 492001

E-mail: zoraipur.sec@ucobank.co.in, zo.raipur@ucobank.co.in

FORM OF TENDER -A

To,
 The Zonal Manager
 UCO Bank, Zonal Office,
 Security Department,
 C.G. Eye Hospital Campus, First Floor,
 Telibandha, Raipur- 492001
 E-mail: zoraipur.sec@ucobank.co.in, zo.raipur@ucobank.co.in

Sir,

1. We have carefully examined all the contents incorporated in the various parts of this Tender Document for empanelment for supply, installation, testing and commissioning (SITC) and AMC of CCTV system in branches/Offices under the jurisdiction of UCO Bank, Zonal Office, Raipur and taken note of all the terms & conditions stated in the Tender Document in its various parts.
2. We enclose a Pay Order / Demand Draft for Rs. **250/-** (Rupees **Two** Hundred **Fifty** only) drawn in favour of UCO Bank and payable at **Raipur** as Tender Cost (P.O/DD No..... Date..... Issuing Bank..... Branch.....).
3. We also agree that our tender along with the prices will remain valid for entire period of 03 (Three) years.
4. Our PAN for Income Tax is _____. We are registered with GST Authorities and our registration numbers are _____ & GST Number is _____.
5. We agree (if we are selected/empanelled for above work) to deposit Performance Bank guarantee equivalent to Rs.1,00,000/- (One lakh only) issued by any other Bank except UCO Bank 10% approx. cost of work offered. Bank can claim the amount of performance guarantee if we are not able to execute the work allotted within scheduled time or we fail to execute the allotted work under the terms, conditions & requirements of the Bank.

For and on behalf of

 (With seal)
 Signature _____
 Name _____
 Designation _____
 DULY AUTHORIZED SIGNATORY

_____ day of _____ 2023

FORM OF TENDER -B

**APPLICATION FORM FOR VENDOR FOR ANNUAL MAINTENANCE CONTRACT (NON- COMPREHENSIVE)
& SUPPLY, INSTALLATION OF CCTV SYSTEM AT THE BANK BRANCHES/OFFICES UNDER UCO BANK
ZONAL OFFICE, RAIPUR.**

(Please Tick for which tender is being submitted.)

1. Name of Applicant:
2. (Company/Firm/Individual/Agency) :
3. Registered Address of the Applicant
with Telephone No., FAX & E-mail ID :
4. Address of the Applicant in Patna
with Telephone No., FAX & E-mail ID :
5. Year of Establishment :
6. Status of the Applicant (whether :
Proprietary/Private Ltd./Public Limited/
Co-operative Society/Public sector/
Autonomous body/Govt. Department)
(Enclose copies of relevant documents)
7. Name of Proprietor/Directors/Partners/
Controlling body:
i)
ii)
8. Whether registered with the Registrar :
of Companies/Registrar of Firms/Registrar
of Co-operative societies. If so, Please
mention the number of such registration and
date **(Enclose copies of relevant documents)**
9. Whether registered for GST.
If so, please mention the GST
registration number and furnish a copy
of such registration certificate :
10. Details of Permanent Account Number:
(Enclose certified photocopy of PAN Card)
11. Whether empanelled with other PSU Banks/ :
/Govt. Depts./PSUs/Autonomous bodies. If so,
Please furnish following particulars with
Documentary proof (any three)
(Enclose copies of relevant documents)

Sl No.	Name of Organization/ Institution	Date of Empanelment	Validity

12. Number and name of staff in Raipur and posted when:
(Please attach a list)

13. Detailed Particulars for the works done in past three years:

Name of the PSU Banks /Govt./Deptts./PSUs/Autonomous bodies.	Value of work order	Month & Year of work order

(Enclose copies of relevant work orders)

The particulars furnished in the application are true to the best of my/our knowledge & belief. I/we understand that if any of the particulars is found incorrect, even at a later stage, my/our empanelment will be cancelled.

Date:

Signature of Applicant

PART-I (Eligibility Bid)**APPLICATION FORM FOR VENDORS FOR ANNUAL MAINTENANCE CONTRACT (NON- COMPREHENSIVE) & SUPPLY, INSTALLATION OF CCTV SYSTEM AT THE BANK BRANCHES/OFFICES UNDER UCO BANK ZONAL OFFICE, RAIPUR.IN THE BRANCHES/ CURRENCY CHESTS/ OFFICE UNDER UCO BANK, ZONE.****A. Experience in execution of required work & performance certification by client(s).**

Reputed Bidder should have experience in executing the similar work for which empanelment is sought as under at the Public Sector Banks/ RBI/ Govt. Organizations/PSU in last 7 years as on 31st March 2022.

a) Three similar completed or active contracts of AMC & installation of CCTV in not less than 36 branches/ locations in last 7 years as on 30st September 2023. OR

b) Two similar completed or active contracts of AMC & installation of CCTV in not less than 55 branches/ locations in last 7 years as on 30st September 2023. OR

c) One similar completed or active contract of AMC & installation of CCTV in not less than 77 branches/ locations in last 7 years as on 30st September 2023.

Documentary proofs for the above like Annual Maintenance Contract(s)/ Work Order(s) and Performance Certificate(s) of each allotted work/ contract issued by respective client Public Sector Banks/ RBI/ Govt Organizations/PSU must be provided with bid to establish the eligibility of Bidder. Bid without minimum required work order/ contract and their performance certificates as above would be treated as ineligible. Work order / contract not supported by its performance certificate would be treated as NULL.

B. Certification of performance by client(s) Public Sector Banks/ RBI/ Govt. Organizations/PSU.

1. Each work order/ contract submitted as warranted above must be supported by performance certificate(s) as per Annexure-V of this tender document. Performance certificate should be duly filled on letter head of the clients, signed by the officials dealing in procurement/ maintenance of physical security equipments (preferably security officer).

2. Bank can confirm the genuineness of the performance certificate issued by client at its own sources. In case the authenticity of performance certificate or work order/ contract found uncertain, the tender of the bidder would be rejected.

3. Performance certificate issued by client would be taken as the proof of the nature of work done, no. of branches/ offices/ sites covered & period of contract, quality of equipments installed, and level of after sale services & relationship with the client as far as terms of contract is concerned.

4. Minimum standard for eligibility for bidder as confirm from performance certificate by clients should likewise:

a) Purpose, nature of work executed, no. of branches/ offices/ sites covered should be in the lines of Para 'A' of this annexure.

b) Equipments installed should be as per specification provided by clients.

c) Average time taken in defect rectification should be less than three (3) days & time taken in new installation should be less than Seven (15) days.

d) Quality of work executed, capability, technical proficiency, financial soundness, mobilization of manpower of firm, quality of product installed should not be unsatisfactory.

e) Instances of imposition of penalty should be less than three in the period of contract.

f) Bidder should not be indulged in arbitration/ court case with the client.

C. Provide list of clients and their contact details to ascertain the genuineness of quality of services bidder have rendered. In case work/ services of bidder found unsatisfactory in any of the work/ contract, their bids would be treated ineligible. Bidder should have minimum three years of experience as on 30st September 2023 in maintenance and installation of CCTV equipment.

Hence provide at-least one work order/ contract commenced/ executed prior to 30st September 2023.

D. Certification by Original Equipment Manufacturer (OEM).

1. Bidder should be the authorized equipment manufacturer/ assembler or have authorization from OEM for consistent supply/ servicing of spare / equipments for next 5 years.
2. In case bidder is the Original Equipment Manufacturer (OEM), bidder have to provide certificate (as per Appendix-I) about manufacturing of product, genuineness of the products and after sale services & supply of accessories.
3. In case bidder is not the OEM, the bidder will have to essentially mention the name of the original equipment manufacturer (OEM) whose product is to be supplied and the country of origin of the product along with technical specifications. Bidder will also to have certificate in respect of country of origin of products. Product offered should be manufactured in India. Bidder has to submit a certificate from the original equipment manufacturer (OEM) that they are the authorized agents for the sale and service of their product and manufacturer undertakes to support the after sales service of the product. Bidder should provide manufacturer authorization form (MAF) duly signed by the OEM in the name of bidder (Appendix- II).
4. All new installed products will stand for onsite comprehensive warranty against all defects in warranty period. During the warranty period the Bidder shall have to provide quarterly preventive service and shall have to attend to all breakdown calls within 24 hours and 48 hours for remote area branches.
5. Bidder have ability to provide security equipments of similar or higher technical specifications fixed by bank. The products offered should be manufactured in India.

E. Registration, Establishment & Service network: -

1. As the major part of work is for 24X7 maintenance of the existing security systems in our branches so, Bidder should have local office/ registered office/ services center in the state of Chhattisgarh. Hence provide proof of local address, which is subjected to confirmation through our sources.
2. Ability to commence services within 03 days from the date of placement of work order and complete within 07 days from placement of order.
3. Bidder should be registered under Shops & Establishment act. Provide relevant document(s).
4. Ability to undertake the work of all branches throughout Chhattisgarh state under this zone.
5. Bidder should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship. Provide relevant document(s).
6. Bidder should provide the latest Income Tax Assessment Order and PAN/ TAN Number. Provide relevant document(s).
7. Bidder should have GST registration. Provide relevant document(s)

F. Financial soundness & stability: -

1. Bidder should have positive net worth; provide the Audited account and Balance Sheet of last 3 Years.
2. Bidder should have total annual turnover equal or more than the estimated cost work i.e. 20 lacs for last three years. Provide proof for the same of last three years.
3. Bidder should provide name and address of banker with solvency certificate not older than one year, of value not less than estimated cost of work i.e. 20 lacs.

Duly signed Documentary proofs by authorized signatory of bidder establishing above required eligibility should be provided with bid. For assistance bidders are advised to go through the checklist (Appendix- III) for submission of documents in compliance of eligibility. Bid submitted without proper documentary proofs establishing their eligibility is treated as ineligible.

CHECKLIST FOR BIDDERS FOR SUBMITTING ELIGIBILITY BID IN COMPLIANCE OF TERMS OF PART-I

SN	Documentary proofs establishing eligibility of bidder	Provided (Yes/ No)
1	Duly filled Application format (Form of Tender 'A' & 'B')	
2	Proof of local address in state of Chhattisgarh.	
3	Registration under Shops & Establishment act.	
4	List of clients with contact details.	
5	Certification from OEM (Appendix-I)	
6	Authorisation from OEM for consistent supply of spare/services. (Appendix-II)	
7	Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship as applicable.	
8	Copies of last three-year ITR.	
9	TAN / PAN registration.	
10	Copies of Audited account balance Sheet of preceding 3 years.	
11	Copies of last three years account statement/ GST returns.	
12	Insolvency certificate from Bank not older than 1 year.	
13	Copy of GST registration.	
14	Proof of payment of Tender fee/ DD	
15	Copies of three similar contracts/ work orders of AMC & installation of CCTV system along with performance certificate from issuing organisation in not less than 36 branches/ locations in last 5 years.	
	Work order/ contract -1	
	Performance certificate against above. (Appendix- IV)	
	Work order/ contract -2	
	Performance certificate against above. (Appendix- IV)	
	Work order/ contract -3	
	Performance certificate against above. (Appendix- IV)	
OR		
16	Copies of two similar contracts/ work orders of AMC & installation of CCTV system along with performance certificate from issuing organisation in not less than 45 branches/ locations in last 6 years.	
	Work order/ contract -1	
	Performance certificate against above. (Appendix- IV)	
	Work order/ contract -2	
	Performance certificate against above. (Appendix- IV)	
OR		
15	Copy of one similar contract/ work order of AMC & installation of CCTV system along with performance certificate from issuing organisation in not less than 77 branches/ locations in last 7 years.	
	Work order/ contract -1	
	Performance certificate against above. (Appendix- IV)	
16	Copy of one work order/ contract commenced/ executed prior to 30/09/2023.	
17	Any other document bidder likes to submit to prove its eligibility.	

Note: Please attach all above relevant documents in same order as above mentioned in the list.

(Authorized Signatory)

(To be submitted by OEM/ Distributer, in case bidder is OEM)

No. _____

Date: _____

**Zonal Manager,
UCO Bank,
Zonal Office,
Raipur**

Dear Sir,

Subject : _____

Ref. No. : _____

We _____ who are established and reputable manufactures/distributor of _____ having factories/Office at _____ do hereby certify that all the components / parts / assembly / software used in the (Standalone DVR based CCTV Systems, DVR, Camera, are original with new components / parts / assembly / software and that no refurbished / duplicate / second hand components / parts / assembly / software are used or would be used.

We hereby extend our full guarantee and warranty as per terms and conditions of the RFP and services, offered against this invitation by us. We also confirm that back to back spare & skill arrangement has been made with for providing support services to UCO Bank in respect of proposed contract under this RFP.

Yours faithfully,

Authorized Signatories
(Name & Designation)
Date:

For and on behalf of M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letter head of OEM/Distributor and should be signed by a competent authority of the agency.

Date:

Place:

Manufacturer's Authorization Form (MAF)
(To be taken from OEM in case bidder is not OEM)

No. _____

Date _____

**Zonal Manager,
 UCO Bank,
 Zonal Office,
 Raipur**

Dear Sir,

Subject: _____

Ref No. :

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Vendor /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for RFP offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the RFP and the contract for the equipment and services offered against this invitation for RFP offer by the above firm and confirm that back to back Spare & Skill Arrangement has been made with M/s _____ for providing support services to UCO Bank in respect of proposed contract under this RFP

Yours faithfully,

Authorized Signatories
 (Name & Designation)
 Date:

For and on behalf of M/s _____
 (Name of manufactures)

Note:

- 1.This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.
- 2.Such MAF for all items offered for which the vendor is not an OEM, should be attached.

Date:

Place:

CERTIFICATE OF PERFORMANCE

(To be obtained from client (s) on their letter head in respect of each of the work order/ contract)

Name and Address of Client:-

Name of the vendor:-

SN	PERFORMANCE EVALUATION	RESPONSE TO BE FILLED BY CLIENT		
1	Work executed by above vendor is related to (Please tick one or both)	CCTV System		
2	Nature of work	New Installation	AMC	Both
3	Please mention reference letter no./ Work order/ contract no.			
4	Period of contract/ Actual Period of Services rendered.			
5	In how many locations/ branches/ offices work executed/ AMC provided.			
6	PARAMETERS	TICK THE APROPRIATE		
A	Whether the equipments installed matches with the specifications offered by the client. (Yes/ No)	Yes	No	
B	Average time taken by the vendor in defect rectification after reporting of defect. (In number of days)	Less than 4	4 to 7	more than 7
C	Average time taken for installation of new equipment. (In number of days).	Less than 7	8 to 15	More than 15
D	Quality of Work	Good	Satisfactory	Unsatisfactory
E	Capabilities of the vendor	Good	Satisfactory	Unsatisfactory
F	Technical Proficiency	Good	Satisfactory	Unsatisfactory
G	Financial Soundness	Good	Satisfactory	Unsatisfactory
H	Mobilization of Manpower	Good	Satisfactory	Unsatisfactory
I	Quality of products installed	Good	Satisfactory	Unsatisfactory
7	If any penalty imposed on vendor (Yes/ No)	Yes	No	
8	If 'Yes' at above, then mention the no. of instance(s) of imposition of penalty during the currency of contract / work.	Less than 3	Three	More than 3
9	Did the vendor go for Arbitration/ court case in case of any dispute in connection with the referred contract?	Yes	No	

Note: Any other worth mention point(s) client like to highlight on evaluation of performance of vendor please attach an another sheet.

Provide separate performance certificate against each work order/ contract submitted with eligibility bid, without submission of above duly filled format respective work order would not be considered for evaluation of eligibility of vendor.

Bank can confirm the legitimacy of this performance certificate from issuing office through own sources.

Signature of Reporting Officer* with Office Seal

Details of Officer-

Name:

Designation:

Contact No:

Email Id:

*Reporting Officer should be In-charge looking after physical security measures of the institution, preferably Security Officer.

PART- II (TECHNICAL BID)**TECHNICAL SPECIFICATION OF VARIOUS ITEMS OF CCTV SURVEILLANCE SYSTEM****(Mandatory to fill)****MAKE & MODELS OF CCTV COMPONENTS APPROVED BY HEAD OFFICE:-****DVRs:-**

SI No	Product Name	Models	Make
1	32 Channel DVR	DS 8132HWSI-SH	HIKVISION
2	16 Channel DVR	DS 8116HWI-ST	HIKVISION
3	08 Channel DVR	DS 7308HWI-SH	HIKVISION
4	04 Channel DVR	DS 7304HWI-SH	HIKVISION
5	04 Channel ATM DVR	DS-8104HWLI-ST	HIKVISION

SI No	Product Name	Models	Make
1	32 Channel DVR	DH-DVR3204HF-S1	DAHUA
2	16 Channel DVR	DH-DVR1604HF-S1	DAHUA
3	08 Channel DVR	DH-DVR0804HF-L1	DAHUA
4	04 Channel DVR	DH-DVR0404HF-S1	DAHUA
5	04 Channel ATM DVR	DH-DVR0404 AH-V(D)	DAHUA

N.B. The DVR must be a TRIBRID DVR which can record all three technologies (Analog, HD-CVI, and IP) all in one device.

CAMERAS:-

SI No	Product Name	Models	Make
1	Dome IR, Verifocal vandal proof Camera	DS-2CC52A1P-VPIR2	HIKVISION
2	Bullet IR, Verifocal, weather proof Camera	DS-2CC11A2P-VFIR3	HIKVISION
3	Pinhole Camera	DS-2CC51A2P(N)-DG1	HIKVISION

4	C Mount camera		HIK VISION
5	2 MP IR Fixed Turret Network Camera , IP Camera		DAHUA

Sl No	Product Name	Models	Make
1	Dome IR,Verifocal vandal proof Camera	DH-CA-VMS35V2N3-V2	DAHUA
2	Bullet IR, Verifocal, weather proof Camera	DH-CA-BTS35V2A4-V3	DAHUA
3	Pinhole Camera	DH-CA-P470CP-AV3	DAHUA
4	C Mount camera		DAHUA
5	2 MP IR Fixed Turret Network Camera , IP Camera		DAHUA

Monitor: LG/SAMSUNG

Note: To be filled by that vendor who apply for CCTV Services.

1. HD DVR for 4/8/16 Channels			
S.N	Parameter	Specification	Compliance
1	Compatibility	Analog cameras (mandatory), AHD, CVI, TVI (minimum one out of the three other than itself)	
2	Main Processor / Operating System	Embedded Linux	
3	System Resources	Penta plex function: recording, playback, live view, backup, remote access over IP network	
4	Recorder Control Options	Video Front panel, IR Based remote control, Keyboard (Both RS485 and IP), IP Network, USB mouse	
5	Analog / HD Camera Input	Minimum 4 BNC	
7	Recorder Video Output	Minimum 1 VGA, 1 HDMI	
8	Recorder Audio Input	Minimum 1 audio channel, BNC or RCA	
9	Recorder Audio Output	Minimum 1 audio channel, BNC or RCA	
10	Recorder Bidirectional Talk	1 channel Input, BNC, 1 channel Output, BNC or RCA	
11	Display Screen Mode	1,4,8,9,16,32 ALL (Window)	
12	Camera Scheduling	Supported (Continuous/Motion/Event based)	
13	On Screen Display	Date, Time, Camera Title, Video loss alert, motion detection alert, recording, camera lock alert, camera tampering, camera masking.	
14	Video/Audio Compression	H.265/H.264/G.711 respectively (One Channel) or higher	

15	Image Resolution	1080p@25 fps, 1080p@30 fps, 720p@25 fps, 720p@30 fps;	
16	Encoding Stream	For 1080p stream access:1080p/720p@15 fps; VGA/WD1/4CIF/CIF@25 fps (P)/30 fps (N) For 720p stream access: 720p/VGA/WD1/4CIF/CIF@25 fps (P)/30 fps (N)	
17	Video Encoding Bit Rate	Analog video: 32~2048Kb/s or higher, IP video: 32~4096Kb/s or higher	
18	Image Quality	6 levels (VBR/ CBR)	
19	Recording Mode	Manual, Schedule, Regular, Motion detection, Camera blank, Video loss. Stop Recording	
20	Recording Priority	Mannual; Alarm; Motion Detection & Regular	
21	Recording Interval	Prerecord: 1sec to 30 sec., Post-record: 10sec ~ 5 minutes	
22	Alarm Input	Supported Minimum 4	
23	Relay Output	Supported	
24	Water Marking	Supported	
25	Playback Channel	Synchronous Playback 1,2,4,16	
26	Recorded Data Search Mode	Video Time & Date, Exact search (with Date, Hour, Minute and Second accuracy), Motion Detection, Alarm	
28	Playback Options	Play, Digital zoom (any size), Pause, Rewind, Slow motion, shift to Next file, shift to Previous file, one click Previous camera, one click Next camera, Full screen mode, Replay, Backup selection, Fast forward, Shuffling	
29	Operation Over Network	Monitor, Playback, File download, Log information, System setting,	
30	Hard Drive Storage Option	Supporting 1 SATA up to 8TB HDD	
31	SATA	02	
32	Storage Media	Built in recording up to 90 days in real time (25 FPS per channel). Data recycling on FIFO basis.	
33	USB Interface	02 Ports or more	
34	Power Supply	AC 100~240 V, 50/60 Hz	
35	Working Environment	All Indoor and outdoor weather conditions	
36	Duplex type	Recorder should be able to playback recoded footage without having to stop recording	
37	HDD quality	Surveillance Hard Disk: Sky Hawk/Western Digital	
38	Remote viewing	Through Mobile phones / through any other PC using windows media player.	
39	Central Monitoring System	Vendor should provide CMS software free of cost and this software should be compatible to CMS software of third party as well. The system should be capable of running Remote Health Monitoring System.	
40	DVR Housing	DVR housing to be provided with wall mounting 4U rack and temper proof locking arrangement.	
41	Certification	UL, CE, FCC & BIS	
42	Product Warranty	One Year	

2. HD Fixed Dome Camera			
S.N	Parameters	Specification	Compliance
1	HD Technology	AHD, CVI, TVI, CVBS	
2	Image Sensor	1/3"1080P CMOS Sensor /CCD or better	
3	Signal System	PAL	
4	Effective Pixels	1920(H)x1080(V)) or better	
5	Mini. Illumination	Color: 0.0005 Lux or better, 0 Lux IR on	
6	Video Output	1080P or higher @ 25 fps	
7	Display Resolution	1080P or higher @ 25 fps	
8	Recording Resolution	1080P or higher @ 25 fps	
9	Frame Rate	50Hz:1080p or higher @25fps	
10	SNR	≥52dB	
11	Sync System	Internal	
12	White Balance	Automatic	
13	Day & Night	Automatic	
14	Shutter	Automatic	
15	Auto Gain Control (AGC)	Automatic	
16	Noise Reduction (NR)	3DNR	
17	White Light	Up to 20 mtr	
18	Lens	3.6mm, 6mm	
19	WDR	120 db WDR	
20	Input Voltage	DC12V±10%	
21	IP Rating	IP67	
22	Operation Temp	-30° to +50° C	
23	Storage Humidity	90% or less	
24	Certification	UL ,CE,FCC & BIS	
25	Certification	UL, CE, FCC & BIS	
26	Product Warranty	One Year	

3. HD Varifocal Dome/ Bullet Camera			
S.N	Parameters	Specification	Compliance
1	HD Technology	AHD, CVI, TVI	
2	Image Sensor	1/3" 1080P CMOS Sensor /CCD or better	
3	Signal System	PAL	
4	Effective Pixels	1920(H)x1080(V)) or better	
5	Mini. Illumination	Mini. 0.01Lux@F1.2, AGC Illumination ON, 0 Lux with IR	
6	Video Output	1080P or higher @ 25 fps	
7	Display Resolution	1080P or higher @ 25 fps	
8	Recording Resolution	1080P or higher @ 25 fps	
9	Frame Rate	50Hz:720p or higher @25fps	
10	SNR	≥52dB	
11	Sync System	Internal	
12	White Balance	Automatic	
13	Day & Night	Automatic	
14	Shutter	Automatic	
15	Auto Gain Control (AGC)	Automatic	
17	Noise Reduction (NR)	3DNR	
18	IR Range	Up to 30m	
19	Lens	2.8-12mm (verifocal)	

20	WDR	120 db WDR (DWDR not acceptable)	
21	Input Voltage	DC12V±10%	
22	IP Rating	IP67 ,IK10	
23	Operation Temp	0° to +50° C	
24	Storage Humidity	90% or less	
25	Certification	UL ,CE,FCC & BIS	
26	Certification	UL, CE, FCC & BIS	
27	Product Warranty	One Year	

4. Pinhole Camera

S.N	Feature	specification	Compliance
1	Image Sensor	1/3" CMOS /CCD or better	
2	Effective pixels	1920(H)x1080(V))	
3	Resolution	1920(H)x1080(V))	
4	Sync system	Internal	
5	Min. illumination	Colour-0.05Lux B/W 0.005Lux or better	
6	S/N ratio	52 Db	
7	Electronic shutter	Auto, 1/50 , 1/100,000 sec	
8	Lens	4 mm or <4mm	
9	WDR	120 db WDR	
10	BLC	On/Off (Auto)	
11	Motion detection	Yes	
12	Gamma	Auto/manual	
13	White balance	Set/Manual/Indoor/Outdoor/ Auto	
14	AGC	Off/Low/Middle/High	
15	Day & Night	Color/B/W/Auto level adjust	
16	Video output	1.00V p-p Composite Video Output, 75 Ohm	
17	Power supply	DC12V	
18	Power consumption	3 Watts max	
19	Certification	UL ,CE,FCC & BIS	
20	Certification	UL, CE, FCC & BIS	
21	Product Warranty	One Year	

5. HD LCD Monitor

S.N	Category	Parameters	Specification	Compliance
1	Monitor	Backlight	LED Backlight	
2		Screen Size	21-22 inch	
3		Pixel Pitch	0.36375mm * 0.36375mm	
4		Max Resolution	1920 * 1080@60Hz	
5		Brightness	300 cd/m2(typ.)	
6		Contrast	1400:1 (typ.)	
7		Response Time	8 ms	
8		Color	16.7M	
9		Active Area	698.4(H)*392.85 (V) mm	
10		Viewing Angle	178°(H)/178°(V)	

11	Interface	VGA Input	1	
12		HDMI Input	1	
13		Audio Input	1	
14		RJ45(RS232)	1	
15	General	Loudspeaker	Yes	
16		VESA	75 mm × 75 mm	
17	Product Warranty	One Year		

6. 2 MP IR Fixed Turret Network Camera , IP Camera				
S. N	Camera	Specification		
1	Image Sensor	1/2.8" Progressive Scan CMOS		
2	Min. Illumination	Color: 0.01 Lux @(F1.2, AGC ON), 0.028Lux @(F2.0, AGC ON);		
3		B/W: 0.001 Lux @(F1.2, AGC ON), 0.0028 Lux @(F2.0, AGC ON)		
4	Shutter Speed	1/3 s to 1/100,000 s		
5	Slow Shutter	Yes		
6	Auto-Iris	No		
7	Day & Night	IR Cut Filter		
8	Digital Noise Reduction	3D DNR		
9	WDR	120 dB		
10	3-Axis Adjustment Lens	Pan: 0°to 360°, tilt: 0°to 75°, rotate: 0°to 360°		
11	Focal Length	2.8/4/6 mm		
12	Aperture	F2.0		
13	Focus	Fixed		
14	FOV	2.8 mm: horizontal FOV: 103°, vertical FOV: 62°, diagonal FOV: 118°		
15		4 mm: horizontal FOV: 90°, vertical FOV: 48°, diagonal FOV: 109°		
16		6 mm: horizontal FOV: 55°, vertical FOV: 31°, diagonal FOV: 62°		
17	Lens Mount IR	M12		
18	IR Range	Up to 40 m		
19	Wavelength Compression Standard	850nm		
20	Video Compression	Main stream: H.265/H.264		
		Sub-stream: H.265/H.264/MJPEG		
		Third stream: H.265/H.264		
21	H.264 Type	Baseline Profile/Main Profile/High Profile		
22	H.264+	Main stream supports		
23	H.265 Type	Main Profile		
24	H.265+	Main stream supports		
25	Video Bit Rate	32 Kbps to 8 Mbps		
	Smart Feature-set			
26	Behaviour Analysis	Line crossing detection, intrusion detection		
27	Exception Detection	Scene change detection		
28	Face Detection	Yes		
29	Region of Interest	1 fixed region for main stream		

	Image		
30	Max. Resolution	1920 × 1080	
31	Main Stream	50Hz: 25fps (1920 × 1080, 1280 × 960, 1280 × 720) 60Hz: 30fps (1920 × 1080, 1280 × 960, 1280 × 720)	
32	Sub-Stream	50Hz: 25fps (704 × 576, 640 × 480, 352 × 288, 320 × 240) 60Hz: 30fps (704 × 480, 640 × 480, 352 × 240, 320 × 240)	
33	Third Stream	50Hz: 1fps (352 × 240, 320 × 240) 60Hz: 1fps (352 × 240, 320 × 240)	
34	Image Enhancement	BLC, 3D DNR, HLC	
35	Image Settings	Rotate mode, saturation, brightness, contrast, sharpness adjustable by client software or web browser	
36	Day/Night Switch	Day/Night/Auto/Schedule	
	Network		
37	Network Storage	Support Micro SD/SDHC/SDXC card (128G), NAS (NFS, SMB/CIFS)	
38	Alarm Trigger	Motion detection, video tampering, illegal login, HDD full, HDD error	
39	Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, SNMP, IGMP, 802.1X, QoS, IPv4, IPv6, Bonjour PPPoE, NTP, UPnP™, SMTP,	
41	General Function	Anti-flicker, heartbeat, mirror, password protection, privacy mask, watermark, IP address filter	
42	Firmware Version	V5.5.3	
43	API	ONVIF (PROFILE S, PROFILE G), ISAPI	
44	Simultaneous Live View	Up to 6 channels	
45	User/Host	Up to 32 users, 3 levels: Administrator, Operator and User	
48	Client	iVMS-4200, Hik-Connect, iVMS-5200, iVMS-4500	
49	Web Browser Interface	IE8+, Chrome 31.0-44, Firefox 30.0-51, Safari 8.0+	
50	Audio	1 built-in mic	
51	Communication Interface	1 RJ45 10M/100M self-adaptive Ethernet port	
52	On-board Storage General	Built-in micro SD/SDHC/SDXC slot, up to 128 GB	
53	Operating Conditions	-30 °C to +60 °C (-22 °F to +140 °F), humidity 95% or less (non-condensing)	
54	Power Supply	12 VDC ± 25%, PoE (802.3af, class 3)	
55	Power Consumption and Current	PoE: (802.3af, 36V to 57V), 0.2 A to 0.1 A, max: 6.5W, 12 VDC, 0.4 A, max. 5.0W	
56	Protection Level	IP67	
57	Material	Shell: plastic, camera body: metal	
58	Dimensions	Camera: F 114.6 × 82.1 mm (F 4.5" × 3.2") With package: 150 × 150 × 141 mm (5.9" × 5.9" × 5.6")	
59	Weight	Camera: approx. 400 g (0.9 lb.)	

		With package: approx. 500 g (1.1 lb.)	
60	Certification	UL ,CE,FCC & BIS	
61	Warranty	One Year	

7. 3+1 Coaxial and power cable

Coaxial Cable

Conductor	Material	Bare copper	
	Wire Gauge	26AWG	
	Diameter	0.41±0.01mm	
Insulation	Material	FPE	
	Diameter	2.0±0.1mm	
Tape	Material	Copper foil	
Braid	Material	Copper clad aluminum magnesium	
	Braiding Standard	5*16*0.12mm ±0.008mm	
	Braiding Density	≥80%	
Jacket	Material	PVC	
Impedance		75 ohms	

Power Cable

Conductor	Material	Bare copper	
	Quantity	3	
	Diameter	11*0.16±0.008mm	
Insulation	Material	SR-PVC	
	Diameter	1.2±0.1mm	
Jacket	Material	PVC	
Make & Type	Acceptable type	ISI Marked (IS-694, 1990) Make – Finolex, Polycab or similar quality	

(CATEGORY 6A U/UTP 4 PAIR 23 AWG LSZH)- CAT 6 CABLE

Physical Characteristics

Insulation	Construction	U/UTP	
	Number of pairs	4 pair	
	AWG	23 AWG (0.57=/ \pm 0.01mm)	
	Solid or Stranded; bare or tinned	Solid bare copper	
	Insulation Material	HDPE	
	Number colour(stripe marking)	1. Blue, White/Blue(Stripe)	
		2. Orange, White/Orange (stripe)	
		3. Green, White/Green(stripe)	
		4. Brown, White/Brown (stripe)	
Filter	Filter Special Filler	LSZH	
	Outer Jacket material	LSZH	
Outer Jacket	Overall dimention	7.5 +/- 0.4 mm	
	Outer jacket rip cord	Yes	
	Outer jacket colour	Grey RAL 7035	
Mechanical	Operating temp. Range	-20 °C ~ +70 °C	
	Nom. Mutual capacitance	\leq 5.6 nF/100m @1KHz	
Electrical	Max. Capacitance unbalance	\leq 330 pF/100m	
	Nominal velocity of propagation	65%	
	Max. Delay skew	45 ns/100m	
Characteristics	Impedence	100±15%Ω	
	Max. Conductor resistance	93.8Ω/km (@ 20 °C)	

	Max. Conductor resistance unbalance	<=5% (@ 20 °C)	
Make & Type		Molex, TRISIM, D Link, Digisol,	

TERMS AND CONDITIONS

- 1) Vendor should have local representative Office under Banks Raipur Zone area preferably at Raipur for installation services. The vendor is to give complete address. Telephone number along with technical personnel available with them for this work.
- 2) Vendor has to submit a certificate from the manufacturers along with technical specifications that they are the authorized agents for the sale and service of their product and manufacturer undertakes to support the after sales service of the product.
- 3) Vendor will have to essentially mention the name of the company whose product is to be supplied and the country of origin of the product along with technical specifications. They will also to have certificate in respect of country of origin.
- 4) All products will stand for onsite all comprehensive warranty against all manufacturing defects. During the warranty period the vendor shall have to provide quarterly preventive service calls and shall have to attend to all breakdown calls within 24 hours.
- 5) AMC charges will be payable after expiry of warranty period as per terms & conditions mentioned herein.
- 6) Vendor will have to submit a certificate from the manufacturer that the spare parts for the supplied product will be available for after sales service.
- 7) The vendor may be asked to give Bank guarantee of Rs-10% of the cost of work (performance guarantee). However this amount may vary depending upon the total cost of the work.
- 8) The vendor will have to submit documentary evidences confirming Registration with sales tax, service Tax and ESI & EPF.
- 9) Earnest money shall be retained till the completion of the job and will be adjusted in the final payment.
- 10) The vendor has to submit his acceptance of the work order within 10 days from the date of receipt of information from the Bank. In case the vendor fails to undertake the work, the earnest money deposited by them will be forfeited and acceptance of their tender will be withdrawn.
- 11) The rates quoted by the vendor should be inclusive of all charges for scaffolding, lift , any other tools and plants, railway/road freight, labour conditions and fluctuations in the rates, excise duty, sales tax, octroi and any other taxes or expenditure for carrying out the employment
- 12) The liquidity damages as mentioned above may not be enforced if the vendor applies for extension of time mentioning the reasons for such extension. Bank may grant such extension in case it is found that the vendor is not at fault for extending the work beyond the stipulated date of completion
- 13) The vendor will be bound to carry out items of work necessary for completion of the job even though the same is not included in the Bill of quantity. Rates for the extra work, if any, shall be derived from the tender. In case the same has not been included in the tender, then the same will be worked out on the prevailing market cost of the materials and labour, including wastage plus 15% towards tax & vendors profit.
- 14) The vendor shall remove all malba etc. wash and clean the floors at their own cost and hand over the site in proper manner on completion of the work.
- 15) Security deposit @ 10% (including earnest money) of the value of the work done shall be deducted from the bills of the vendor and shall be retained for the defect liability period of one

year from the date of completion of the work. This amount shall be released without interest after the defect liability period is over and provided no defects are noticed during this period.

16) The vendor shall attend to all defects noticed during the defect liability period. If the vendor fails to attend the defects, Bank will rectify those defects and the expenditure incurred on this account will be recovered from the security deposit/pending dues to them.

17) The vendor shall make adequate arrangements for watch & ward of his materials and shall ensure safety, breakage, and any theft of materials fixed or unfixed by them.

18) The work executed should be got approved by the Bank and the vendor shall rectify any bad workmanship pointed out at any stage and remove from site all the rejected materials immediately.

19) The vendor shall be responsible for application of labour laws, compensation for injury and accident to person, whether employed by them or by their sub vendor(s).

20) The vendor shall ensure that no damage is caused to Bank's property/or any decorative structure/fittings, while carrying out the work. The renderer will have to rectify / make good such damage at their cost.

21) The vendor shall ensure that the workmen employed by them for execution of the work are suitably covered against workmen's Compensation Act, ESI and other legislative enactments applicable for such works and the Bank shall be liable for payment of any compensation etc in this regard.

22) The work shall be carried out as per Bank's instruction and the work which creates noise/disturbances are to be carried out during non-office hours and no extra payment shall be made on this account.

23) The vendor shall give due notice to the Bank to check the measurements of any work which is likely to be hidden before covering the same.

24) In case, there is delay in completion of the work or removable of the defects in time, Bank shall be free to engage another agency to get the job done at vendors risk and cost.

25) Statutory deductions like income tax and other applicable taxes shall be deducted at source from each payment of the vendor.

26) The date of commencement of the work will be the date of award letter plus Fifteen days.

27) The date of completion of the work will be the time specified for the completion of the work and handing over of the site to the bank.

28) Defect liability period is one year from the date of completion of the work and handing over of site to Bank.

29) The payment for wiring will be made on the basis of the actual measurements. The vendor will not deviate from the type of wire mentioned in the Bill of quantity without Bank's permission in writing.

30) In case the delay in completion of the work pertains to the Bank, Bank will grant extension of time for completion of the work and the vendor shall not make any claim for compensation or damages in relation thereof.

31) The Bank has the right to alter the nature of work and to add or omit any item of work to get the same carried out departmentally or otherwise and such alterations shall be carried out without prejudice to the vendor.

32) The Bank has the right to terminate the contract, if the vendor abandons the work or fails to commence and complete the work in time, or fails to abide by the contract conditions.

33) No interim payment will be made.

34) Final payment shall be made after successful completion of the work and after adjustment of deductions mentioned hereinabove and deduction of TDS etc with retention of 10 percent as defect liability for one year.

35) **The vendor shall** : Maintain up-to-date records as per Shops & Establishment Act and will discharge all obligations under various Labour Laws viz. EPF Act, ESI Act, Gratuity, Bonus Act, Workmen's Compensation Act, Contract Labour (Regulation & Abolition) Act etc. or under any other State/Union Legislation in respect of workman/technician engaged by the vendor.

36) Take full responsibility of all acts of commission and/or omissions by their men or any injury or mishap caused during the course rendering the service and will meet all liabilities arising out of such situations.

37) Be absolutely responsible for the payment of salary, all other statutory obligations for vendors employee or their dependents, on account of salary, wages, bonus, arrears, employment/termination benefit compensation or other claim whatsoever under Workmen's Compensation Act or any other law and the Bank will have no connection in relation to such matters.

38) In case of any mishap /injury sustained by the vendors employee of whatsoever nature (minor/major/fatal including death during the course of their duty) the responsibility of granting compensation, if any, on that count will be that of the vendor and not of the Bank.

39) **The vendors Indemnity and Assurance :-** The vendor should comply with all legal requirements and obtain such licenses, approvals and consents, if any prescribed/required under any law/ rules/regulations, and keep them valid.

40) The Bank will not be liable to pay any remuneration or compensation to the vendor or any of the personnel (including its owner(s), director(s), partner(s), employee(s) and any representative(s) engaged by the vendor in relation to the service except the total cost of the alarm system as per agreement and later AMC charges as per agreement.

41) The vendor to indemnify against all losses, liability or obligation arising out of its conduct or that of any of the personnel including its owner(s), director(s), partner(s), employee(s) and representative(s) in connection with the service and this agreement.

**SCHEDULE OF MAINTENANCE TASKS FOR CCTV SYSTEMS UNDER WARRANTY PERIOD AND THEREAFTER
UNDER ANNUAL MAINTENANCE CONTRACT.**

- 1) Warranty period will be **one year** from date of installation, and thereafter under Comprehensive AMC for new system and the existing alarm system
- 2) During every quarterly visit and while attending the breakdown calls, inspect the overall condition of the CCTV system power back –up, Recorded data and wiring etc. during every quarterly visit and while attending the breakdown calls.
- 3) Test and check the system for proper functioning and diagnose any defects noticed during testing as reported by the branch and or/extension counter.
- 4) Test the unit for overheating, if detected
- 5) Check all components with other circuits and components.
- 6) Check that all IP camras are functioning properly.
- 7) Replace the defective parts, if any, and destroy the replaced part(s) in front of the bank official(s).
- 8) Remove all defects and/or complaints reported by the Branch/Extension counter.
- 9) Obtain signature of the Branch Head or any other authorized official of the Branch/Extension Counter with branch seal and date on the service Certificate clearly specifying the work done and parts replaced.
- 10) Spares, components and wires of reputed and recognized companies only should be used.
- 11) The representatives(s) of the vendor will always produce their identity cards issued by the firm to the branch officials before commencing the work.
- 12) **AMC charges will be Rs..... per branch per year for all the CCTV system and will be Comprehensive AMC**

THE VENDOR DOTH HEREBY UNDERTAKE TO:

Depute technicians to pay quarterly statutory visits (4 per year) and also to attend to all break down calls as and when required within the time limit mentioned herein to each of the branches where electronic alarm system installed for maintenance of electronic alarm system and

- 1) The statutory visits shall be made within at least 75 days but not more than 105 days gap between the two consecutive visits. Any visit beyond this period will not be counted.
- 2) Depute technicians to repair faults arising due to and because of faulty, incorrect or incomplete maintenance work and also arising out of any other technical faults. No separate charges will be paid for such visits.
- 3) The technician shall carry adequate and suitable tools, equipments, spares and other required materials for maintenance work.
- 4) The vendor shall ensure that CCTV system is in perfect working conditions all through.
- 5) The fault repair calls will be attended immediately, but not later than 24 hours and 48 Hours for remote area branches of intimation.
- 6) Vendor shall maintain a complaint register at his office and each complaint will be given a serial number for easy management.
- 7) The vendor shall prepare a servicing memo in quadruplicate and will get the same signed by the Branch Manager/Authorized official on satisfactory completion of the work. One copy of the same will be handed over to the branch immediately.

8) The vendor shall submit the following reports of all the branches to the Zonal Office within 10 days of the end of each quarter.

- I) Overall maintenance and defects status report of all branches for the quarter.
- II) Extract of the complaint register for the quarter.
- III) One copy of the servicing memo(s) duly signed by the branch Manager/Authorized Official with rubber stamp of the branch.

The vendor and his technicians shall keep all information and dates' as to the installation and functioning of the electronic alarm system installed in the branches as secrets and they shall not pass on it to any others.

In case of any loss or damage caused to the Bank due to the poor service or inaction or violation of any terms hereunder by the vendor or his deputed technicians for the above purpose, the vendor shall be liable to the Bank to the extent of loss caused to the Bank.

THE BANK DOTH HEREBY UNDERTAKE TO:

- 1) Instruct all branches where electronic alarm system is installed to allow the vendor to undertake maintenance work and extend all possible co-operation to the technician of the vendor.
- 2) To monitor, control and supervise the quality of services being provided by the vendor within a reasonable period.
- 3) To ensure payment of quarterly visits during the AMC period.
- 4) To receive and scrutinize the reports submitted by the vendor.
- 5) To make available to the vendor all details of timings, weekly offs, holidays etc. of the branches. Any changes made in between will also be informed.

(For AMC & Installation of CCTV System)
PART-III (Financial Bid)

For Annual Maintenance (Non- Comprehensive) and Installation Contract of CCTV System for Branches, ATMs, Offices & Currency Chests

Rate of all below mentioned items to be quoted as per technical compliance sheet:

SL NO	ITEM DESCRIPTION	MODEL	Warranty Period(s)	UNIT RATE (RS.)
1	16 Channel Standalone DVR (02 Sata) with Built in 90 days recording provision as per the Technical Compliance Sheet.			
2.	08 Channel Standalone DVR (02 Sata) with Built in 90 days recording provision as per the Technical Compliance Sheet			
3.	04 Channel Standalone DVR (02 Sata) with Built in 90 days recording provision as per the Technical Compliance Sheet			
4.	19" TV Monitor with spot/auxiliary Input: LG/SAMSUNG			
5.	Hard disk, Surveillance HDD capacity 4 TB total (Seagate/Western Digital)			
6.	Hard disk, Surveillance HDD capacity 2 TB total (Seagate/Western Digital) & rate.			
7.	Hard disk, Surveillance HDD capacity 1 TB total (Seagate/Western Digital) & rate.			
8.	Verifocal Dome IR 02 MP HD Camera: as per the Technical Compliance Sheet.			
9.	Verifocal Bullet IR 02 MP HD Camera: as per the Technical Compliance Sheet.			
10.	Verifocal Fixed Dome IR 02 MP HD Camera: as per the Technical Compliance Sheet.			
11.	Pin Hole Camera as per the Technical Compliance Sheet			
12.	2 MP HD IR Fixed Turret Network Standalone IP camera featured with onboard recording in memory card up to 07 days then overwrite itself.			
13.	Cost of Memory Card 128 GB HP or similar Brand with warranty period 01year.			

14.	DVR Box/ Container with Wall mount lock & key facility Made with 01 mm Steel Sheet (Rust proof)			
15.	Co- Axial Cable (3+1) of 01 bundle/ coil (90meter) pure Copper ISI marked preferably Polycab/ Finolex			
16.	12 Volt 01 AMP Power Supply (Make- Branded)			
17.	Rate of wireless mouse i-ball/ Logitech			
18.	PVC conduit (ISI mark)20 mm dia			
19.	Camera Mounting Bord 4"x4" (ISI mark)			
20.	Cat 6 wire (per meter)			
21.	Power Cords (ISI marked) per piece			
22.	BNC Cord only ISI marked			
23.	Non- Comprehensive Annual Maintenance Charges which includes 04 visits in a year or 01 quarterly mandatory visits, including its all emergency call visit and connecting visits if required to visit again for completion of repairing work.			
24.	Charges for retrieving CCTV footage			
25.	Any other High Efficiency Camera Bullet/ Dome/ PTZ or items of CCTV			
	a)			
	b)			
	c)			
	d)			

Note: Warranty period is mandatory to mention.

Signature & Seal of the bidder