

**UCO BANK**  
**Zonal Office Bhagalpur**  
UCO Bank, Zonal Office, S. K. Tarafdar Road (Near Koilaghat), Adampur, Bhagalpur – 812001  
E-mail: [zo.bhagalpur@ucobank.co.in](mailto:zo.bhagalpur@ucobank.co.in); [zobhagalpur.sec@ucobank.co.in](mailto:zobhagalpur.sec@ucobank.co.in)

**NOTICE INVITING TENDER (RFP)**

UCO Bank invites sealed Notice inviting tender (NIT) for Empanelment of vendors for Installation and annual Maintenance of Security equipments (CCTV System) in the Branches/Offices under UCO Bank, Bhagalpur Zone.

RFP reference no. : ZO/BH/SEC/ 2023-24/ 03

Dated: 06.05.2023

RFP Details	Scheduled
<b>Last Date &amp; Time for Submission :</b>	26.05.2023 upto 5:00 pm at Zonal Office, Bhagalpur
<b>Work contain:</b>	Empanelment of vendors for Installation and annual Maintenance of Security equipment (CCTV System) in the Branches/Offices under UCO Bank, Bhagalpur Zone.
<b>Pre Bid Meeting:</b>	10.05.2022 at 12:30 pm at Zonal Office, Bhagalpur
<b>Date of Opening of Tender (RFP):</b>	29.05.2022 at 12:30 pm at Zonal Office, Bhagalpur
<b>Validity of RFP:</b>	90 (Ninety) days from the date of opening.
<b>Address of Communication:</b>	UCO Bank, Zonal Office, S. K. Tarafdar Road (Near Koilaghat), Adampur, Bhagalpur – 812001
<b>Contact Number:</b>	0641-2302088
<b>E-mail:</b>	<a href="mailto:zo.bhagalpur@ucobank.co.in">zo.bhagalpur@ucobank.co.in</a> ; <a href="mailto:zobhagalpur.sec@ucobank.co.in">zobhagalpur.sec@ucobank.co.in</a>

**Note:** The bidder has to submit the bids in sealed envelope that should be put in a single sealed outer cover must reach us on or before the last date of bid submission as given in the Control Sheet. Any bid received by the Bank after the deadline/time of bid submission will be rejected and will be returned unopened to the Bidder.



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अधिसूचना संख्या Notification no. ZO/BH/SEC/2023-24/03

दिनांक Dated 06.05.2023

❖ **Empanelment of vendors for supply, Installation and Annual Maintenance of Security equipment (CCTV System) in the Branches/Offices under UCO Bank, Bhagalpur Zone.**

- Applications are invited from reputed Agencies / Companies /Firms for empanelment for Installation & Annual Maintenance of Security equipments (CCTV System) in the 84 Branches and 1 Office under UCO Bank, Bhagalpur Zone.

**(1) Status of availability of Security equipments:**

- We have 84 Branches and 01 Office under Bhagalpur Zone. Each of our Branches and Office have been provided with CCTV System for Security and Safety of Bank's assets. These security equipments need to be maintained for their 24x7 functioning which included repair/ replacement of faulty parts, up gradation of obsolete equipments, installation of new equipments on need basis.
- **CCTV System:-**Our Branches and Zonal Office have SDVR based analogue / digital CCTV system of 4/ 8/ 16/ 32 Channels, standalone CCTV Systems are provided with various types of Dome/Bullets cameras with IR feature, fixed or varifocal lens.

**(2) Scope of work:-**

- The scope of work for annual maintenance and installation of security equipments is as follows:
- **For CCTV System:** - Maintenance of the available CCTV Systems under (AMC), repair/ replacement of faulty parts. Replacement of old and obsolete DVR/ Cameras with new one on need basis. Re-installation of equipments in case of shifting/ furnishing of branch premises and installation of new system in new opened branch.
- **-Period of Empanelment:-**
- Vendor(s) will be empanelled for a period of 5 years from the date of empanelment and it would be reviewed on annual basis on the basis of performance of selected vendor and participation of empanelled vendors in the coming tender processes. Bank can extend the period of empanelment beyond initial five years on year to year basis. Bank can terminate the empanelment on one and all vendor at any point of time.

**(3) Procedure of empanelment:-**

- (I) One bidder can apply for empanelment for one Security item, bidder have to spell out the name of item, CCTV System for which the empanelment is sought.
- (II) One bidder can be empanelled for one item i.e. CCTV for which the bidder fulfilling the eligibility criteria.
- (III) Bidder need to submit the proofs to validate their experience (copies of work order/ contract & performance certificates of the work done) in the respective field i.e. CCTV system for which the empanelment is sought.
- (IV) 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.

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(V) Bidder(s) found eligible on the basis of 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.

(VI) Only those eligible bidder(s) will be considered for empanelment who's offered products met the requisite specification for the selected security equipment.

**4. Eligibility criteria for bidders:-**

1. Only those Companies/firms/ agencies that fulfill the eligibility criteria as mentioned in 'Annexure-I' of this advertisement will be considered for next stage of assessment for empanelment.

**5. Availability of Tender documents & tender fee:-**

1. Tender documents are available on Bank's website [www.ucobank.com](http://www.ucobank.com) at our Bank till last date of submission of bids i.e. **26/05/2023**. Bidder required to deposit the non-refundable Tender fee amounting Rs. 1000/- (one thousand only) either in the form of DD in favor of UCO Bank Zonal Office, Bhagalpur, payable at Bhagalpur requisite DD should be submitted with bid. There is no exemption for this and it is mandatory.

**6. Earnest Money Deposit (EMD):** EMD of **Rs. 25,000.00** in the form of DD issued by a scheduled commercial Bank in favor of UCO Bank Zonal Office, Bhagalpur, payable at Bhagalpur. Separate DD to be submitted for EMD and cost of Tender.

- The EMD of unsuccessful Bidder would be returned without any interest within 30 days from the date of completion of tender process.
- The EMD of L-1/ L-2 / other bidder(s) shall also be returned without any interest within 7 days from date of submission of the PBG to Zonal Office Bhagalpur, which has issued the offer letter as mentioned in this RFP.
- If the successful Bidder refuse to submit the PBG or refuse to accept the work order within the stipulated date & time, then the offer given selected bidder shall be cancelled, EMD held with the Bank forfeited and offer may be given to L-2 Bidder.
- The agencies registered under Single Point Registration Scheme of NSIC, which are eligible to get the benefits under Public Procurement Policy, shall be exempted from payment of Earnest Money Deposit (EMD) for participating in the Tender.
- However, the exemption for payment of Earnest Money Deposit (EMD) qualifying in the Technical Bid shall be subjected to submission of current and valid Registration Certificate form NSIC, Ministry of MSME.

**7. Pre-Bid meeting:-**

- Pre-bid meeting is scheduled to be held at our Zonal Office Bhagalpur on **10/05/2023** at 12.30 hrs, interested bidder can submit their queries/ clarifications, suggestion to our purchase committee on schedule date and time. As a resultant of pre bid meeting any addendum/ corrigendum in bids terms & conditions if warranted would be reflected on Bank's website ([www.ucobank.com](http://www.ucobank.com)) after a day from pre-bid meeting i.e. from 10/05/2023 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.

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#### 8. Submission of bids:-

- Applications are to be submitted to the undersigned in a sealed envelope super scribing as **"Bids for Empanelment of agencies for annual maintenance and supply, installation of security equipment"** with bidders contact details (address, e-mail & phone nos.). Bids should be submitted at our below mentioned address on or before 17:00 pm of 26.05. 2023.

#### 9. Opening of Bid(s):-

- Sealed bid would be opened at our Zonal Office Bhagalpur; date for opening of bid will be conveyed after receipt of tender(s), through e-mail & telephone of the bidders as shown on the outer envelope of bid. Bank is not liable for non receipt of information of opening of bids in case of not mentioning of e-mail ID / telephone no. on outermost envelop, undelivered e-mail, inability to contact bidders through telephone. 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 authorized representative on schedule 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. 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.

#### 10. Evaluation of Bids:-

- Sealed bids received on or before last date would be evaluated on the basis of eligibility criteria as per **Annexure-I** & checklist **Appendix-II**.
- 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 in which it fulfills the eligibility conditions.
- 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.
- Empanelment would be restricted to maximum ten bidders for respective item.

#### 11. Rejection of bids:-

##### ➤ Bank can reject the bids in following cases:-

- Late receipt bids, received in open envelope, received through e-mail.
- Bids not having proper documentary proofs establishing eligibility of bidder.
- Bids not provided with requisite tender fee.
- Copies of work order/ contract submitted in proof of experience are not supported by Performance certificate from client.
- Work/ services of the bidder found unsatisfactory on confirmation from their client.
- Confirmation of local address **(in the state of Bihar)** not ascertained.
- Product offered not meets the required specification as evaluated during demonstration.
- Bank can reject any or all of the bids without mentioning any reason.

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**12. Performance Security & Earnest Money Deposit:-**

- Empanelled bidder will be required to submit the Earnest Money Deposit (EMD) with price bid Rs. 25,000.00 as prescribed by Govt./ Bank's guidelines before allotment of work order.
- The Selected bidder will be required to provide performance security @ 3% of cost of work or at applicable rate as prescribed by Govt. / Bank's guidelines at the time of contract or issuance of work order.
- The proposed work order/contract with selected vendor would include suitable clause on uptime of security equipment, penalty for default to regulate the quality of work / service.

**13. 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 cost and 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.

**14. 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 the security system as per agreement and 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.

**15. Other Terms & conditions:-**

- For any queries, bidder may contact us on working days between 10.00 A.M. to 05.00 P.M.
- Bank is not responsible for any typographically mistake in the tender documents, late receipt bid or damage of bid in transit.
- Tender is valid up to three (3) months from the date of publication.
- Any dispute arising in this matter will be settled in the jurisdiction of Bhagalpur (Bihar).

**16. Black listing: -** Bidder must not be blacklisted in any organization in previous ten (10) years. Undertaking signed by authorized dignitary in this regard must be submitted.

**17. Details of annexure & appendices related to notice inviting bids attached along with:-**

**1). Annexure-I** On eligibility criteria for bidder for empanelment for installation & annual maintenance of security equipment (CCTV system) in the Branches/ Offices.

**2). Appendix-I** On authority letter to be submitted by bidder in case bidder is **OEM/ distributor**.

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- 3). **Appendix-II:** On Manufacturer authorization form (MAF) to be submitted in case bidder is not OEM/ Distributer.
- 4). **Appendix-III:** On checklist for bidders for submitting eligibility bid in compliance of terms of Annexure-I.
- 5). **Appendix-IV:** On certificate of performance obtained from client(s) in respect of the work order/ contract executed.
- 6). **Appendix-V:** On Format of application to be submitted by interested bidder for empanelment in respect of this notification.
- 8). **Appendix- VI:** On Format of GENERAL INFORMATION.
- 9). **Appendix- VII:** On Format of FINANCIAL, REGISTRATION FOR TAXATION AND OTHER STATUTORY REQUIREMENTS.

  
अंचल प्रमुख Zonal Head  
UCO Bank, Zonal Office,  
S. K. Tarafdar Road (Near Koilaghat),  
Adampur, Bhagalpur – 812001



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**ANNEXURE- I**

**ELIGIBILITY CRITERIA FOR BIDDER FOR EMPANELMENT FOR INSTALLATION & ANNUAL MAINTENANCE OF SECURITY EQUIPMENT (CCTV SYSTEM) IN THE BRANCHES/ OFFICES UNDER UCO BANK, BHAGALPUR ZONE.**

**A) Experience in execution of required work and 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 5 years as on 31st March 2023.
- Bidder must have experience of the supplying, commissioning & maintenance of CCTV system equipment along with CCTV Health Monitoring in at least one Banks within immediate past five(5) years, should be presently continuing with at least one Public Sector Banks (PSBs).
- Bidder must have at least five years satisfactory experience in commissioning and maintenance of CCTV system equipment including Health Check up to 31st March 2023.
- **Three similar** completed or active work order/ contracts of AMC & supply, Installation, testing & commissioning (SITC) of CCTV system having executed cumulative order of **Rs. 10 lacs** during one financial year of last 5 years as on 31.03.2023. **OR**
- **Two similar** completed or active work order/ contracts of AMC & supply, Installation, testing & commissioning (SITC) of CCTV system having executed cumulative order of **Rs. 15 lacs** during one financial year of last 5 years as on 31.03.2023. **OR**
- **One similar** completed or active work order/ contracts of AMC & supply, Installation, testing & commissioning (SITC) of CCTV system having executed cumulative order of **Rs. 30 lacs** during one financial year of last 5 years as on 31.03.2023.
- **Documentary proofs** for the above like Annual Maintenance Contract(s)/ work order(s) and performance certificate(s) of the 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 **Appendix- IV** 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, level of after sale services & relationship with the client as far as terms of contract is concerned.

**C) Minimum standard for eligibility for bidder as confirm from performance certificate by clients should likewise:**

- (i) Purpose, nature of work executed, no. of branches/ offices/ sites covered should be in the lines of Para A of this annexure.
- (ii) Equipments installed should be as per specification provided by clients.
- (iii) Average time taken in defect rectification should be less than seven (7) days & time taken in new installation should be less than 15 days.
- (iv) Quality of work executed, capability, technical proficiency, financial soundness, mobilization of manpower of firm, quality of product installed should not be unsatisfactory.
- (v) Instances of imposition of penalty should be less than three in the period of contract.
- (vi) Bidder should not be indulged in arbitration/ court case with the client.

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(vii) Provide list of client 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.

(viii) Bidder should have minimum five years of experience as on 31/03/2023 in maintenance and installation of security equipment (CCTV System). Hence provide at-least one work order/ contract commenced/ executed prior to **31/03/2023**.

**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 Bihar. Hence provide proof of local address, which is subjected to confirmation through our sources.
- (2) Ability to commence services within 15 days from the date of placement of order and complete within a month from placement of order.
- (3) Bidder should be registered under Trade License act in Bihar only.
- (4) Ability to undertake the work of all branches throughout Bihar 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.
- (6) Bidder should provide the latest Income Tax Assessment Order and PAN/ TAN Number.
- (7) Bidder should have GST registration.

**F) Financial soundness and 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. **50 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. **50 lacs**.
- (4) **Documentary proofs duly signed 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.**

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

No. ....

Date: .....

Zonal Manager,  
UCO Bank,  
Zonal Office, Bhagalpur

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) etc. 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:

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

No. ....

Date: .....

Zonal Manager,  
UCO Bank,  
Zonal Office, Bhagalpur

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:

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### Appendix- III

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

Sl. No.	Documentary proofs establishing eligibility of bidder	Provided (Yes/ No)
1	Duly filled Application format (Appendix- V)	
2	Registration under Trade License act in Bihar only.	
3	List of clients with contact details.	
4	Certification from OEM ( Appendix- I)	
5	Authorization from OEM for consistent supply of spare/services.(Appendix- II)	
6	Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship as applicable.	
7	Copies of last three year ITR.	
8	TAN / PAN Registration.	
9	Copies of Audited account balance Sheet of preceding 3 years.	
10	Copies of last three years account statement/ GST returns.	
11	<b>Insolvency certificate from Bank not older than 1 year.</b>	
12	Copy of GST Registration.	
13	Proof of payment of Tender fee/ DD Nos. & date:	
14	<b>Copies of Three similar completed or active work order/ contracts of AMC &amp; supply, Installation, testing &amp; commissioning (SITC) of CCTV system having executed cumulative order of Rs.10 lacs during one financial year of last 5 years as on 31.03.2023.</b>	
a	Work order/ contract -1	
b	Performance certificate against above.(Appendix- IV)	
c	Work order/ contract -2	
d	Performance certificate against above.(Appendix- IV)	
e	Work order/ contract -3	
f	Performance certificate against above.(Appendix- IV)	
OR		
15	<b>Copies of Two similar completed or active work order/ contracts of AMC &amp; supply, Installation, testing &amp; commissioning (SITC) of CCTV system having executed cumulative order of Rs.15 lacs during one financial year of last 5 years as on 31.03.2023.</b>	

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a	Work order/ contract -1	
b	Performance certificate against above.(Appendix- IV)	
c	Work order/ contract -2	
d	Performance certificate against above.(Appendix- IV)	
OR		
16	<b>Copy of One similar completed or active work order/ contracts of AMC &amp; supply, Installation, testing &amp; commissioning (SITC) of CCTV system having executed cumulative order of <u>Rs.30 lacs</u> during one financial year of last 5 years as on 31.03.2023.</b>	
a	Work order/ contract -1	
b	Performance certificate against above.(Appendix- IV)	
17	Copy of one work order/ contract commenced/ executed prior to <b>01/04/2018</b> .	
18	Any other document bidder likes to submit to prove its eligibility.	

(Authorized Signatory)

M/s

Yours faithfully,

Name:

Seal of the firm:

Date:



### Appendix-IV

#### 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:-**

SI No	PERFORMANCE EVALUATION	RESPONSE TO BE FILLED BY CLIENT	
1	Work executed by above vendor is related to	CCTV System	
2	Nature of work	New Installation	AMC
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	<b>PARAMETERS</b>	<b>TICK THE APROPRIATE</b>	
A	Whether the equipments installed matches with the specifications offered by the client. ( Yes/ No)	Yes	
B	Average time taken by the vendor in defect rectification after reporting of defect. (in number of days)	Less than 4	4 to 7
C	Average time taken for installation of new equipment. (in number of days).	Less than 7	8 to 15
D	Quality of Work	Good	Satisfactory
E	Capabilities of the vendor	Good	Satisfactory
F	Technical Proficiency	Good	Satisfactory
G	Financial Soundness	Good	Satisfactory
H	Mobilization of Manpower	Good	Satisfactory
I	Quality of products installed	Good	Satisfactory
7	If any penalty imposed on vendor ( Yes/ No)	Yes	
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
9	Did the vendor go for Arbitration/ court case in case of any dispute in connection with the referred contract?	Yes	NO

Any other worth mention point client like to highlight on evaluation of performance of vendor.

- 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 and E-mail Address:**

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

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**Appendix- V**

**FORMAT FOR APPLICATION  
(On Bidder's letter head)**

Reference no. ....

Date; .....

To,  
The Zonal Manager  
UCO Bank Zonal Office, Bhagalpur

**Sub: Application for empanelment for Installation & Annual maintenance of Security equipment in Branches /Offices under UCO Bank Bhagalpur Zone.**

Sir,

In reference to your Notice in inviting bids for empanelment of agencies for installation & maintenance of Security equipment in the Branches/Offices under your zone, we wish to submit that:-

1. We have carefully examined all the contents incorporated in this Tender Document and we have accepted all the terms & conditions of the tender.
2. We are herewith applying for empanelment for Installation & maintenance of CCTV System.
3. We are herewith submitting the documentary proofs confirming our eligibility for empanelment for Installation & Maintenance of CCTV System.
4. We undertake to demonstrate our products as per requisition by the bank.
5. We have paid the non-refundable tender fee amounting **Rs.1000/-** (one thousand only) in Bank's specified submitting DD no. \_\_\_\_\_ of requisite amount along with this bid or seeking exemption on account of \_\_\_\_\_ and proof of exemption is submitted.
6. In case of successful empanelment, we undertake to provide Earnest Money Deposit (EMD) as required/ applicable with price bid and performance Security as required/ applicable at the time of allotment of work. Bank can forfeit the amount of EMD/ performance security as per terms, conditions of notice inviting tender/ work order.
7. We confirm that we have not been disqualified/ blacklisted by any of our client, Govt. Deptt. / RBI/Bank/PSU for supply or maintenance of the concerned security equipment(s). Bank can reject our bid/ empanelment at any stage in case above confirmation is found false or unsatisfactory performance report received from any of our client.
8. We certify that our agency/ firm / company is not owned or controlled by any director or serving officer/ employee of UCO Bank or their relatives the same meaning as assigned under section-6 of the company act 1956.

For and on behalf of

(With seal)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

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**Appendix- VI**

**GENERAL INFORMATION: (SHEET ENCLOSED):**

Sl. No.	ITEM	PARTICULARS	REMARKS
1.	Name of the Company/ Firm/ Organization		
2.	Year of Establishment and Incorporation		
3.	Status of the firm whether Company/Partnership/Firm/proprietary etc :-		
	a) Registered under the Companies Act, 1956. If so mention registration number and date.		
	b) Registered under the Societies Registration Act, 1860. If so mention registration number and date.		
	c) Registered under the Indian Trust Act, 1882. If so mention registration number and date.		
	d) Sole proprietorship firms whose proprietor is a resident in India as per the Income Tax Act, 1961. If so mention registration number and date.		
	e) Partnership firm registered in India. If so mention registration number and date.		
4.	Nature of Business. Strike(X) or score out which is not applicable.		
5.	Address of Registered Office with PIN Code:		
6.	Correspondence Address:-		
7.	Address of Manufacturing Unit / R&D Site:-		

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8.	Name of Directors/ Partners/Members etc:- A) B) C)		
9.	a) Name of contact person(s):- b) Mobile Numbers (s): c) Land Line:		
10.	Name of person(s) authorized to conduct business along with Mobile, Tele, Fax and E-mail details:		
11.	Website ( if any):		
12.	E-mail Address:		
13.	a) Has your company/firm been ever blacklisted in past 10 years. Give details if Yes. b) If No, a 'Notarized Certificate' be submitted stating that the company/firm or its owner or any sister concern have not been so blacklisted by any institution of the Central or State Govt, PSU/PSBs in the past three years on any grounds whatsoever. Any subsidiary company (Write Yes / No) Give all details if yes.		
15.	Furnish the Names of three responsible persons /Officer who will be in a position to certify about the quality as well as past performance of your organization.		
SL. No.	Name	Address	Contact Number
1.			
2.			
3.			

Yours faithfully,

Name:

Designation: Proprietor

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**Appendix- VII**

**PART-II: FINANCIAL, REGISTRATION FOR TAXATION AND OTHER STATUTORY REQUIREMENTS:**

Sl. No.	ITEM	PARTICULARS		REMARKS
1.	Whether registered for the following and having necessary certificates/Authority? If so, mention registration number and date. Enclose relevant certificate/Application Documents			
a.	Income Tax PAN			
b.	GSTN (GST Registration No.)			
c.	ESIC			
d.	EPF			
e.	Income Tax Clearance Certificate			
2.	Furnish copies of audited Balance Sheet and Profit & Loss Account (Audited) for the last 3 financial years:- (Enclose audited copies)	Turnover (INR Lacs.)	Profit After Tax (INR Lacs.)	
	a) FY 2019-20. Turnover and Profit after Tax	Rs.	Rs.	
	b) FY 2020-21. Turnover and Profit after Tax	Rs.	Rs.	
	c) FY 2021-22. Turnover and Profit after Tax	Rs.	Rs.	

Yours faithfully,

Proprietor For

Name:

Seal of the firm:

Place: