



# यूको बैंक

सम्मान आपके विश्वास का



# UCO BANK

Honours Your Trust



Notification no. ZOHR/SEC/2021-22/2

Dated 15.01.2022

**Empanelment of Vendors for Installation & maintenance of Security equipments (CCTV, Alarm system & Fire extinguishers) in the branches/ office under UCO Bank, Karnal Zone.**

विक्रेताओं को सूची में सम्मिलित करने हेतु निविदा की सूचना

यूको बैंक, अंचल कार्यालय करनाल अंचल के नियंत्रणाधीन शाखाओं हेतु सीसीटीवी, अलार्म सिस्टम तथा अग्निशामक के संस्थापन तथा रखरखाव के उद्देश्य से प्रतिष्ठित विक्रेताओं को सूची में शामिल करने हेतु मुहरबंद निविदाएँ आमंत्रित करता है। विस्तृत नियम व शर्तों समेत निविदा से संबंधित दस्तावेज हमारे कार्यालय में उपलब्ध हैं अथवा हमारे बैंक की वेबसाइट [www.ucobank.com](http://www.ucobank.com) से डाउनलोड किए जा सकते हैं। मुहरबंद निविदाएं यूको बैंक, अंचल कार्यालय, करनाल, प्रथम तल, दुर्गा भवानी मंदिर कॉम्प्लेक्स, नजदीक पुराना जीटी रोड, बस स्टैंड, करनाल-132001 पर दिनांक 07 फरवरी, 2022 को या उससे पहले सायं 5 बजे तक जमा की जानी चाहिए। कृपया अतिरिक्त जानकारी के लिए 0184-4020163 पर संपर्क करें। अंचल प्रबंधक

Notice Inviting tender for empanelment of vendors

UCO Bank Zonal Office, Karnal invites sealed tenders for empanelment of the reputed vendors for the purpose of installation & maintenance of CCTV, Alarm system, Fire extinguishers in the branches under the zone. Tender documents with detailed terms & conditions are available at our office or can be downloaded from Bank's website [www.ucobank.com](http://www.ucobank.com). Tenders in sealed envelope should be submitted to UCO Bank, Zonal Office, Karnal, 1<sup>st</sup> Floor, Durga Bhawani Mandir complex, Near old GT road, bus stand, Karnal-132001 on or before 5PM, 7<sup>th</sup> February, 2022. For additional information please contact on 0184-4020163. Zonal Manager



अंचल कार्यालय, करनाल / Zonal Office, Karnal, दुर्गा मंदिर कॉम्प्लेक्स, पुराने बस अड्डे के पास, जी०टी० रोड, करनाल / Durga Mandir Complex, Near Old Bus Stand, Karnal - 132001, दूरभाष / Phone:-01844020415, ई मेल / E-mail: [zoharyana.sec@ucobank.co.in](mailto:zoharyana.sec@ucobank.co.in)

Notification no. ZOHR/SEC/2021-22/2

Dated 15.01.2022

**Empanelment of vendors for Installation & maintenance of Security equipments (CCTV, Alarm system & Fire extinguishers) in the branches/ office under UCO Bank, Karnal Zone.**

Applications are invited from reputed Agencies/Companies /Firms for empanelment for Installation & Maintenance of Security equipments ( CCTV , Alarm system & Fire extinguishers) in the 89 branches and 1 Office under UCO Bank, Karnal Zone.

**A. Status of availability of Security equipments:-**

We have 89 branches and one Zonal Office under Karnal zone situated in the state of Haryana except in Gurgaon & Faridabad districts. Each of our branches & Zonal office have been provided with fire and burglar alarm system, CCTV system & fire extinguishers for security & 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.

**Alarm system:-** Our branches & Zonal office have either fire cum burglar integrated alarm system or separate fire alarm and burglar alarm system. Alarm systems are provided with various types of sensors like panic switch, vibration, tilt, magnetic contact, smoke, heat, multi, PIR sensor, hooter & Motorised siren, autodialer (PSTN/ GSM).

**CCTV System:-** Our branches & Zonal office have SDVR based analogue / digital CCTV system of 8/16 Channels, standalone IP camera. CCTV systems are provided with various types of dome/bullets cameras with IR feature, fixed or varifocal lens.

**Fire Extinguisher:-** Our branches & Zonal office have Portable and Automatic/ Modular types of Fire extinguishers to smother A,B,C type of fire. These include Water CO2, CO2, DPC types & ABC type with MAP or Clean agent as extinguishing material.

**B. Scope of work:-**

The scope of work for maintenance and installation of security equipments is as follows.

- 1. For Alarm system:-** Maintenance of the available burglar & fire alarm systems under (AMC), repair/ replacement of faulty parts. Replacement of old & obsolete alarm panel/ system 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.
- 2. For CCTV system:-** Maintenance of the available CCTV systems under (AMC), repair/ replacement of faulty parts. Replacement of old & 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. Installation of new 4 Channel SDVR based CCTV system in branches having safe deposit locker cabinets.
- 3. For Fire Extinguisher:-** Maintenance & refilling of available fire extinguishers, repair/ replacement of faulty cylinder/ accessories. Re-installation of equipments in case of shifting/ furnishing of branch premises and installation of new FEs in new opened branch on need basis.

**C. Period of empanelment:-**

Vendor(s) will be empanelled for a period of 3 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 three years on year to year basis. Bank can terminate the empanelment on one & all vendor at any point of time.

**D. Procedure of empanelment:-**

1. One bidder can apply for empanelment for one or more security item(s), bidder have to spell out the name of item, CCTV system or Alarm system or fire extinguisher for which the empanelment is sought.
2. One bidder can be empanelled for one or more item(s) for which the bidder fulfilling the eligibility criteria.
3. 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/ Alarm/ Fire extinguisher for which the empanelment is sought.

4. 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.
5. 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.
6. Only those eligible bidder(s) will be considered for empanelment who's offered products met the requisite specification for the selected security equipment(s).

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

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

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

Tender documents are available on Bank's website [www.ucobank.com](http://www.ucobank.com) & at our Zonal Office till last date of submission of bids i.e. 07/02/2022. Bidder required to deposit the non-refundable Tender fee amounting Rs. 250/- (two hundred fifty) either in the form of DD in favor of UCO Bank Zonal Office, Karnal, payable at Karnal or in our current account ( account no. 03360210002100, IFSC-UCBA000336, Bank & branch, UCO Bank, Karnal Main), requisite DD or proof of deposit of tender fee in our current account UTR no. & other details of transaction should be submitted with bid.

**G. Pre-Bid meeting:-**

Pre-bid meeting is scheduled to be held at our Zonal Office on 19/01/2022 at 11.00 hrs, interested bidder can submit their queries/ clarifications, suggestion to our purchase committee on schedule date and time. As a resultant of prebid 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 21/01/2022 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.

**H. Submission of bids:-**

Applications are to be submitted to the undersigned in a sealed envelope super scribing as "**Bids for Empanelment of agencies for maintenance and installation of security equipment**" with bidders contact details (address, email & phone no.). Bids should be submitted at our below mentioned address on or before 1700 hrs of 7<sup>th</sup> February 2022.

**I. Opening of Bid(s):-**

Sealed bid would be opened at our Zonal Office, date for opening of bid will be conveyed after receipt of tender(s), through email & 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 email ID / telephone no. on outermost envelop, undelivered email, 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 authorised 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.

**J. Evaluation of Bids:-**

1. Sealed bids received on or before last date would be evaluated on the basis of eligibility criteria as per Annexure-I & checklist Appendix-II.
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 respective item.

**K. 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 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 Haryana, Chandigarh tri-city) 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.

**L. Performance Security & Earnest money deposit:-**

1. Empanelled bidder will be required to submit the Earnest Money Deposit (EMD) with price bid @ of 1% of the estimated cost of work or at applicable rate as prescribed by Govt./ bank's guidelines.
2. The Selected bidder will be required to provide performance security @ 10% 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.
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.

**M. 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 upto satisfaction in terms of the contract, these would be paid to it/ him as per the contract terms.

**N. 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 alarm 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.

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

1. For any queries, bidder may contact us on working days between 10 A.M. to 5 P.M.
2. Bank is not responsible for any typographical mistake in the tender documents, late receipt bid or damage of bid in transit.
3. Tender is valid upto four (4) months from the date of publication.
4. Any dispute arising in this matter will be settled in the jurisdiction of Karnal, Haryana.

**P. Details of annexure & appendices related to notice inviting bids attached alongwith:-**

1. Annexure-I on eligibility criteria for bidder for empanelment for installation & maintenance of security equipments ( CCTV , Alarm system & Fire Extinguishers) in the branches/ office.
2. Appendix-I on authority letter to be submitted by bidder in case bidder is OEM/ distributor.
3. Appendix-II on Manufacturer authorisation 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 each 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.

Zonal Manager  
UCO Bank, Zonal Office, Karnal  
Durga Bhawani Mandir Trust  
Old G. T. Road, Near Old Bust Stand, Karnal  
Tel-0184-4020163, E-mail: [zoharyana.sec@ucobank.co.in](mailto:zoharyana.sec@ucobank.co.in)



**ELIGIBILITY CRITERIA FOR BIDDER FOR EMPANELMENT FOR INSTALLATION & MAINTENANCE OF SECURITY EQUIPMENTS ( CCTV , ALARM SYSTEM & FIRE EXTINGUISHERS) IN THE BRANCHES/ OFFICE UNDER UCO BANK, KARNAL 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 31<sup>st</sup> December 2021.

- Three similar completed or active contracts of AMC & installation of Alarm/ CCTV/ Fire extinguishers in not less than 36 branches/ locations in last 7 years as on 31<sup>st</sup> December 2021. OR
- Two similar completed or active contracts of AMC & installation of Alarm/ CCTV/ Fire extinguishers in not less than 45 branches/ locations in last 7 years as on 31<sup>st</sup> December 2021. OR
- One similar completed or active contracts of AMC & installation of Alarm/ CCTV/ Fire extinguishers in not less than 72 branches/ locations in last 7 years as on 31<sup>st</sup> December 2021.

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.**

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

- Bidder should have minimum three years of experience as on 31/12/2021 in maintenance and installation of security equipments (Alarm system/ CCTV/ Fire extinguishers). Hence provide at-least one work order/ contract commenced/ executed prior to 31/12/2018.

**D. Certification by Original Equipment Manufacturer (OEM).**

- Bidder should be the authorized equipment manufacturer/ assembler or have authorization from OEM for consistent supply/ servicing of spare / equipments for next 5 years.
- 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.
- 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 Haryana/ Chandigarh tri city. 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 Shops & Establishment act.
4. Ability to undertake the work of all branches throughout Haryana 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.
6. Bidder should provide the latest Income Tax Assessment Order and PAN/ TAN Number.
7. Bidder should have GST registration.

**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. 30 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. 30 lacs.

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.



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

No. \_\_\_\_\_

Date: \_\_\_\_\_

Zonal Manager,  
UCO Bank,  
Zonal Office, Karnal  
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) or (Alarm system, Sensors) or (Fire extinguishers, cylinder, extinguishing material) 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:



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

No. \_\_\_\_\_

Date \_\_\_\_\_

Zonal Manager,  
UCO Bank,  
Zonal Office, Karnal

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:





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

SN	Documentary proofs establishing eligibility of bidder	Provided (Yes/ No)
1	Duly filled Application format (Appendix- V)	
2	Proof of local address in state of Haryana/ Chandigarh tri city.	
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 1year.	
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 Alarm/ CCTV/ Fire extinguishers along with performance certificate from issuing organisation in not less than 36 branches/ locations in last 7 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		
15	Copies of two similar contracts/ work orders of AMC & installation of Alarm/ CCTV/ Fire extinguishers along with performance certificate from issuing organisation in not less than 45 branches/ locations in last 7 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 Alarm/ CCTV/ Fire extinguishers along with performance certificate from issuing organisation in not less than 72 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 31/12/2018.	
17	Any other document bidder likes to submit to prove its eligibility.	

(Authorized Signatory)

M/s



**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	Alarm system	CCTV System	Fire extinguishers
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)	Good	Satisfactory	Unsatisfactory
8	If 'Yes' at above, then mention the no. of instance(s) of imposition of penalty during the currency of contract / work.	Yes		No
9	Did the vendor go for Arbitration/ court case in case of any dispute in connection with the referred contract ?	Less than 3	Three	More than 3
	Any other worth mention point client like to highlight on evaluation of performance of vendor.	Yes		No

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.

FORMAT FOR APPLICATION  
(On bidder's letter head)

Appendix- V

Reference no.

Date

To  
The Zonal Manager  
UCO Bank Zonal Office  
Karnal

Sub. Application for empanelment for Installation & maintenance of Security equipment in branches under UCO Bank Karnal zone.

Sir,

In reference to your Notice in inviting bids for empanelment of agencies for installation & maintenance of security equipment in the branches 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 / Alarm system/ Fire extinguishers {tick the appropriate (s)}.
3. We are herewith submitting the documentary proofs confirming our eligibility for empanelment for Installation & maintenance of CCTV system / Alarm system/ Fire extinguishers {tick the appropriate(s)}.
4. We undertake to demonstrate our products as per requisition by the bank.
5. We have paid the non-refundable tender fee amounting Rs. 250/- (two hundred fifty) through NEFT in Bank's specified current account bearing UTR no. \_\_\_\_\_ Dated \_\_\_\_\_ or 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 \_\_\_\_\_