

**Request for Proposal (RFP)**  
**For**  
**Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX Model**



**Head Office-2**  
**Department of Information Technology**  
**5<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1**  
**Salt Lake, Kolkata-700 064**

**RFP REF NO: DIT,BPR & BTD/OA/971/2017-18 dated 30/06/2017**

**Cost of the RFP document:- Rs.20,000/- ( Rupees Twenty Thousand only)**

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever and without any cost or compensation therefor.

This document is prepared by UCO Bank for Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX Model. It should not be reused or copied or used either partially or fully in any form.

### **Disclaimer**

While the document has been prepared in good faith, no representation or warranty , express or implied, is or will be made, and no responsibility or liability will be accepted by UCO Bank or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by UCO Bank, but an invitation for service provider's responses. No contractual obligation on behalf of UCO Bank, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO Bank and the selected Bidder.

## **OBJECTIVES**

UCO Bank is inviting applications from bidders to install the latest 5<sup>th</sup> Generation Alarm Panels, including 2-Way Audio, Video verification and Prevent Crime Proactively before it happens in its ATMs and branches. Also, the proposed solution should have added values like Video House-keeping Monitoring and PIR Based Monitoring from a central location. The bank may use this Central Monitoring Solution for any other future site control measures.

Against the above backdrop UCO Bank invites Request for Proposal (RFP) from the prospective bidders having proven past experience and competence in the field of supply, installation and maintenance of e-Surveillance system at ATM sites and branches of Bank. The selected bidder is also required to provide Facility Management Services for initial two (02) years.

Only those bidders, who satisfy the eligibility criteria mentioned in this RFP document need to respond.

## CONTENTS

<u>PART –I (General Details) .....</u>	<u>6</u>
<u>1. Invitation for tender Bids .....</u>	<u>6</u>
<u>2. Submission of Bids: Three Bid System.....</u>	<u>7</u>
<u>3. Period of Validity of Bid .....</u>	<u>9</u>
<u>4. Contract Period.....</u>	<u>9</u>
<u>5. Cost of tender Documents.....</u>	<u>9</u>
<u>6. Earnest Money Deposit .....</u>	<u>10</u>
<u>7. Rejection of the Bid.....</u>	<u>11</u>
<u>8. Performance Bank Guarantee(PBG) .....</u>	<u>12</u>
<u>9. Indemnity:.....</u>	<u>12</u>
<u>10. Pre Bid meeting .....</u>	<u>13</u>
<u>11. Modification and Withdrawal of Bids .....</u>	<u>13</u>
<u>12. For Recipient Only .....</u>	<u>13</u>
<u>13. Costs Borne by Bidder .....</u>	<u>13</u>
<u>14. RFP response .....</u>	<u>14</u>
<u>15. Liquidated Damage .....</u>	<u>14</u>
<u>16. Penalty .....</u>	<u>14</u>
<u>17. Price.....</u>	<u>14</u>
<u>18. Payment Terms .....</u>	<u>15</u>
<u>19. Paying Authority .....</u>	<u>155</u>

<u>20.</u>	<u>Award of Contract.....</u>	<u>16</u>
<u>21.</u>	<u>Order Cancellation (Termination).....</u>	<u>16</u>
<u>22.</u>	<u>Consequences of termination.....</u>	<u>17</u>
<u>23.</u>	<u>Force Majeure.....</u>	<u>18</u>
<u>24.</u>	<u>Confidentiality .....</u>	<u>18</u>
<u>25.</u>	<u>Dispute resolution mechanism.....</u>	<u>19</u>
<u>26.</u>	<u>Normalization of bids .....</u>	<u>20</u>
<u>27.</u>	<u>Other Terms and Conditions of the RFP .....</u>	<u>210</u>
	<u>Part –II.....</u>	<u>26</u>
<u>1.</u>	<u>Eligibility Criteria for the bidder .....</u>	<u>26</u>
	<u>Part –III.....</u>	<u>29</u>
<u>1.</u>	<u>Scope of Work/Requirements.....</u>	<u>29</u>
<u>2.</u>	<u>Schedule of Implementation .....</u>	<u>32</u>
<u>3.</u>	<u>Warranty .....</u>	<u>33</u>
<u>4.</u>	<u>Uptime .....</u>	<u>34</u>
	<u>Part –IV .....</u>	<u>355</u>

## **PART –I (General Details)**

### **1. Invitation for tender Bids**

UCO Bank invites sealed tenders from experienced Vendors with proven capability for supply, installation and maintenance of e-Surveillance systems at ATM sites and branches.

The Bid details are given below:

<b>Bid Control Sheet</b>	
<b>Tender Reference</b>	<b>DIT,BPR &amp; BTD/OA/971/2017-18 dated 30/06/2017</b>
<b>Cost of Tender documents</b>	<b>Rs.20,000/- (Twenty Thousand Only)</b>
<b>Date of issue of RFP</b>	<b>30/06/2017</b>
<b>Earnest Money Deposit (EMD)</b>	<b>Rs.25,00,000/- (Twenty Five Lacs only)</b>
<b>Date of commencement of sale of tender document</b>	<b>30/06/2017</b>
<b>Last date for submitting queries for the Pre-bid Meeting</b>	<b>10/07/2017</b>
<b>Pre-Bid meeting /Venue</b>	<b>12/07/2017 at Head Office-2 Department of Information Technology 5<sup>th</sup> Floor, Conference Room, 3 &amp; 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064</b>
<b>Last Date and Time for receipts of tender bids</b>	<b>08/08/2017 at 3:00 PM</b>
<b>Opening of technical bids</b>	<b>08/08/2017 at 3:30 PM</b>
<b>Opening of Price Bid</b>	<b>Will be informed subsequently to technically qualified bidders.</b>
<b>Address of Communication</b>	<b>Head Office-2 Department of Information Technology 5<sup>th</sup> Floor,3 &amp; 4 DD Block, Sector -1 Salt Lake, Kolkata-700 064</b>
<b>Email address</b>	<b><u><a href="mailto:hodit.calcutta@ucobank.co.in">hodit.calcutta@ucobank.co.in</a></u></b>
<b>Contact Telephone/Fax Numbers</b>	<b>Tel : 033-44559775/9726 Fax : 033-44559646</b>
<b>Contact Person</b>	<b>Shri. B Mothilal Assistant General Manager</b>

**Bids to be submitted****Tender box placed at:**

**UCO BANK, Head Office-2,  
Department of Information Technology,  
5<sup>th</sup> Floor, 3 & 4, DD Block, Sector -1,  
Salt Lake, Kolkata-700 064.**

The bid documents should be strictly as per terms and conditions mentioned in this RFP.

## **2. Submission of Bids: Three Bid System**

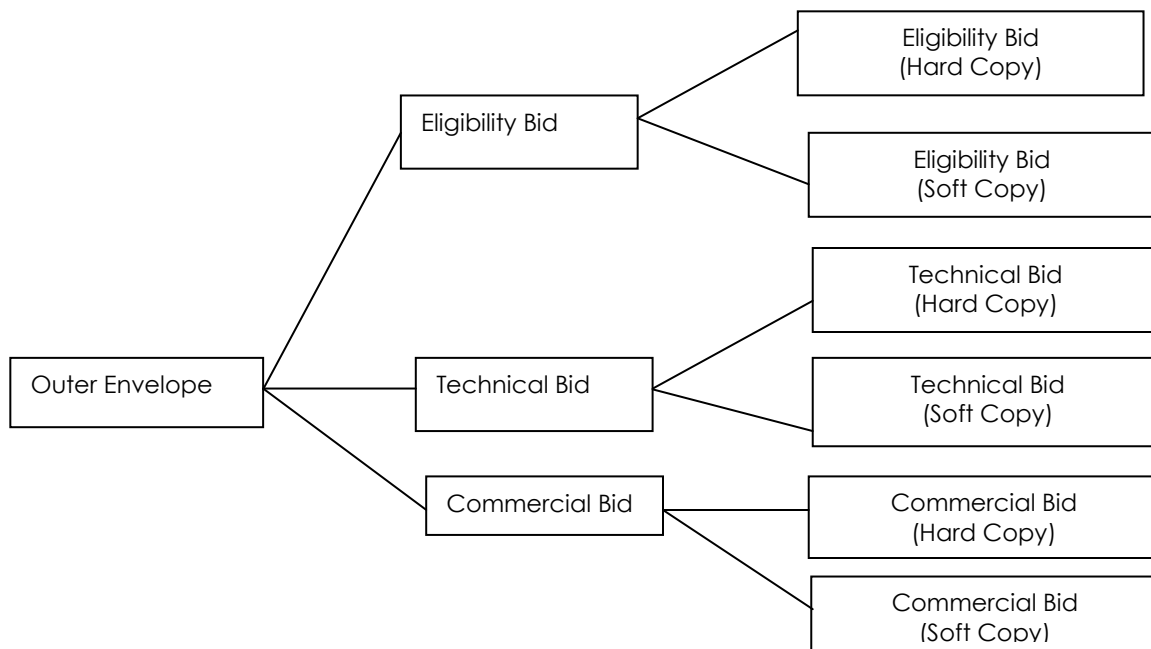
Separate Eligibility, Technical and Commercial Bids along with the soft copies duly sealed and superscribed as "Eligibility Bid", "Technical Bid" and "Commercial Bid" respectively should be put in a single sealed outer cover duly sealed and superscribed as "Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model (Eligibility Bid)", "Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model (Technical Bid)" and "Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model (Commercial Bid)" shall be submitted as per bid details given in the RFP.

Sealed separate envelopes carrying Eligibility Bid, Technical Bid and Commercial Bid along with the soft copies should be kept in a single sealed outer cover duly sealed and super-scribed "Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model" as per the below mentioned diagram and as per bid details given in the RFP.

The bids (along with soft copy) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.

All envelopes must be super-scribed with the following information:

- Name of the Bidder
- Offer Reference
- Type of Offer (Eligibility or Technical or Commercial)



The Eligibility and Technical Offers should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, **except prices**. The Eligibility and Techno functional offer must not contain any price information. UCO BANK, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

The Commercial Offer (Hard Copy) should contain all relevant price information and should not contradict the Eligibility and Technical Offers in any manner.

All pages and documents in individual bids should be numbered as page no. – (Current Page No.) of page no – (Total Page No.) and should contain tender reference no. and Bank's Name.

**Note:**

- If the outer cover / envelop are not sealed & superscribed as required, the Bank will assume no responsibility for bid's misplacement or premature opening.
- If any inner cover / envelop of a bid is found to contain both Eligibility/ Technical & Commercial Bids then that bid will be rejected summarily.
- If any outer envelope is found to contain only the eligibility bid or technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.



- If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.
- The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any, at any time prior to completion of evaluation of technical / eligibility bids from the participating bidders.
- Canvassing of any kind will be a disqualification and the Bank may decide to cancel the bidder from its empanelment.

### **3. Period of Validity of Bid**

Bid shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The price should be valid for 180 days from date of opening of commercial bid.

### **4. Contract Period**

The selected bidder needs to execute a **Service Level Agreement (SLA)** as per Format to be supplied by the Bank covering inter alia the terms and conditions of this RFP. SLA will cover performance and availability of the resources deployed.

The contract period will be initially for a period of 5 years (03 year warranty + 02 years AMC/ATS) effective from the date of execution of **Service Level Agreement (SLA)** unless terminated earlier by the Bank by serving 30 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, If Bank requires vendor has to provide maintenance/ATS/Support for additional 2 Years.

The performance of the selected bidder shall be reviewed every quarter to ascertain vendor's capability during the period and the Bank reserves the right to terminate the contract at its sole discretion by giving 30 days' notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection.

## 5. Cost of tender Documents

A complete set of tender document should be downloaded from the Bank's official website <https://www.ucobank.com>. The bidder downloading the tender document from the website is required to submit a non-refundable fee, for an amount as mentioned in the Bid Control Sheet in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata, at the time of technical bid submission, failing which the bid of the concerned bidder will be rejected.

Head Office-2 Department of Information Technology 5 <sup>th</sup> Floor,3 & 4 DD Block, Sector -1 Salt Lake, Kolkata-700 064	Phone no: 03344559775/9770 Fax no: 033-44559063 E-Mail: <a href="mailto:hodit.calcutta@ucobank.co.in">hodit.calcutta@ucobank.co.in</a>
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During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria, his bid document is liable to be rejected. Also, if it is found that the bidder has submitted false / incorrect information the bid will be rejected summarily and the Earnest Money Deposit will be forfeited by The Bank.

## 6. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee issued by any Scheduled Commercial Bank (other than UCO Bank) valid for a period of 180 days together with a claim period of 30 days in favour of UCO Bank payable at Kolkata for an amount mentioned in the Bid Control Sheet.

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process without any interest thereon. The EMD of successful bidder(s) will be returned to them on submission of Performance Bank Guarantee (s) either at the time of or before the execution of Service Level Agreement (SLA).

The Earnest Money Deposit may be forfeited under the following circumstances:

- If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- If the bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- In case of the successful bidder, if the bidder fails:

- To sign the contract in the form and manner to the satisfaction of UCO BANK
- To furnish performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK either at the time of or before the execution of Service Level Agreement (SLA).

**The Bank details for Bank Guarantee (EMD) are as below:**

- ✓ Account Number -18700210000755
- ✓ Account Name - M/S H.O. DIT
- ✓ Branch - DD Block, Salt Lake branch
- ✓ IFSC- UCBA0001870
- ✓ MICR - 700028138

**Note:** exemption from submission of EMD shall be given to bidders, who are Micro, Small and Medium Enterprises (MSME), and are registered with National Small Scale Industrial Corporation (NSIC) under its "Single Point Registration Scheme". The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms which are in the process of obtaining NSIC certificate will not be considered for EMD exemption.

As per Govt. of India guidelines, there is a special provision for Micro and Small Enterprises owned by Schedule Castes and Schedule Tribes. Out of 20% target of annual procurement from Micro and Small Enterprises, a sub-target of 20% (i.e. 4% out of above 20%) shall be embarked for procurement from Micro and Small Enterprises owned by Schedule Castes and Schedule Tribe entrepreneurs. Provided that, in the event of failure of such Micro and Small Enterprises to participate in the tender process or meet tender requirements and L1 price, 4% sub-target for procurement embarked for procurement from Micro and Small Enterprises owned by Schedule Caste and Schedule Tribe entrepreneurs shall be met from other Micro and Small Entrepreneurs.

(It is clarified that necessary and valid documents should be submitted by the Micro and Small Enterprises and SC/ST Micro and Small Enterprises owners to avail the preference.)

Further, participating Micro and Small Enterprises bidders quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement if they agree to bring down their price to L1 price in a situation where L1 price is from some other firm other than a Micro and Small Enterprise and such Micro and Small Enterprise shall be allowed to supply upto 20% of the total tendered value. In case of more than one such Micro and Small Enterprises, the supply shall be shared proportionately.

## **7. Rejection of the Bid**

The Bid is liable to be rejected if:

- 7.1 The document doesn't bear signature of authorized person.
- 7.2 It is received through Telegram/Fax/E-mail.

- 7.3 It is received after expiry of the due date and time stipulated for Bid submission.
- 7.4 The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions and deviations from the Scope of Work stipulated in this Request for proposal (RFP).

## **8. Performance Bank Guarantee(PBG)**

The successful bidder shall be required to provide an unconditional and irrevocable Performance Bank Guarantee for 10% of the Total Cost of Ownership/Order Value issued by any scheduled commercial bank (other than UCO Bank) valid for the tenure of the contract period plus a claim period of 3 (three) months, indemnifying any loss to the Bank. The bank guarantee shall be provided to the bank either before or at the time of execution of the Service Level Agreement (SLA). Bank reserves the right to invoke the PBG for any non-compliance of the terms & conditions of this RFP or the SLA to be executed between the selected bidder and the Bank at any point of time without prejudice to its other rights and remedies available under the Contract and/or the Law (s) for the time being in force.

In case the contract period is extended by the Bank, the selected bidder shall be responsible to extend the validity period and claim period of the Performance Bank Guarantee.

## **9. Indemnity:**

The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.

The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.

The selected Bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.

All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities.

Selected Bidder is required to furnish a separate Letter of Indemnity (Format whereof to be supplied by the Bank afterward) in Bank's favour in this respect before or at the time of execution of the Service Level Agreement. The letter of indemnity will remain valid even after the expiry of the contract period i.e. the validity period of the Letter of Indemnity will also include the extended contract period, if any.

#### **10. Pre Bid meeting**

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, Bank intends to hold a pre bid meeting on the date & time as indicated in the Bid Control Sheet above. The queries for the Pre-bid Meeting should be reached by email as mentioned in Bid Control Sheet mentioned above. It may be noted that no query of any bidder shall be entertained / received after the above mentioned date. Queries raised by the prospective bidders and the Bank's response will be available at Bank's web site.

Only authorised representative of bidder will be allowed to attend the Pre-bid meeting.

The format of pre-bid query submission is mentioned in Annexure-"VIII".

#### **11. Modification and Withdrawal of Bids**

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by bidders, Bank shall be entitled to forfeit the EMD.

#### **12. For Recipient Only**

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Interested Bidder") and no other person or organization.

#### **13. Costs Borne by Bidder**

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing

any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Bidder.

#### 14. RFP response

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of Bank. Bidders shall be deemed to license, and grant all rights to Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Bidders who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property rights that may subsist in the submission or Banking documents.

#### 15. Liquidated Damage

Bidder will have to pay penalty/liquidated damages (LD) to UCO Bank at 0.5% (One percent) of the undelivered portion of order **including all taxes, duties, levies etc.** per week or part thereof, for late delivery beyond due date of delivery. And the LD will be charged for every week's delay in commissioning to a maximum of 5% 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.

#### 16. Penalty

If the selected bidder fails to maintain the stipulated uptime within the contract period, Bank will deduct penalty charges. A penalty of ₹10,000.00 will be deducted for each 0.1% deficient of uptime from the stipulated uptime.. The penalty charges will be recovered from any outstanding dues payable to the bidder by Bank or the Bank Guarantee submitted by the bidder. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

#### 17. Price

- a. The bidder is expected to quote price in Indian Rupees inclusive of all applicable taxes which also includes the Service Tax at the prevailing rate. UCO Bank will pay the Service Tax as per the rate applicable at the time of making payment.

- b. The bidder shall keep the price valid for a period of **180 days** from the date of commercial bid. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- c. Prices quoted by the Bidder shall be in Indian Rupees and not subject to any price escalation, if the order is placed within the validity period.

## 18. **Payment Terms**

Bank will make the payment subject to signing of the contract as follows:

- **For Software Cost:** 80% of total order value, with taxes, will be paid after delivery and completion of successful installation on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized officials after realizing penalty charges for late delivery & installation, if any. The balance 20% of order value will be paid after the system "goes live" and 1 month of successful running.
- **For Hardware Cost:** 70% of total order value, with taxes, will be paid after delivery and completion of successful installation on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized officials after realizing penalty charges for late delivery & installation, if any. The balance 30% of order value will be paid after the system "goes live" and successful running.
- **For Network Usages Charges, Facility Management Services (FMS), AMC (Annual Maintenance Cost), ATS (Annual Technical Support):** These charges will be paid on Quarterly arrears basis.
- **Training Charges:** The training charges will be paid after 100% completion of the training sessions and signoff from Bank.

Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc.

## 19. **Paying Authority**

The payments as per the Payment Schedule covered hereinabove shall be paid by **Department of Information Technology (DIT), Head Office**. However, Payment of the



Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc.

Following Documents are to be submitted for Payment:

- Invoice in Triplicate
- Installation Report, counter signed by an authorized official from the delivery site
- Site not ready (SNR) Certificate from concerned branch / regional office (in case site is not ready).

## **20. Award of Contract**

The bidder who qualifies in the technical evaluation will qualify for commercial evaluation. The bidder whose bid has been determined to be responsive and who quotes the lowest price will be treated as L1 Bidder. L1 bidder will be decided on the basis of "Total Cost of Ownership for 05 years", as mentioned in Table H.

Bank will notify successful bidder (L1) in writing by a letter in duplicate that its bid has been accepted. The Selected bidder has to return the duplicate copy to the Bank within 7 working days duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance. The successful bidder shall be required to enter into a contract/ SLA with the Bank, within 15 days of the award of the tender or within such extended period as may be decided by the Bank along with the letter of acceptance, non-disclosure agreement, BG and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by successful bidder.

## **21. Order Cancellation (Termination)**

UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 30(thirty) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances: -

- a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.
- b) The selected bidder goes into liquidation, voluntarily or otherwise.
- c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.



- d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed.
- f) Deductions on account of liquidated damages exceed more than 5% of the total work order.
- g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.
- h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving 30 days' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.

UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.

## **22. Consequences of termination**

In the event of termination of the Contract due to any reason, whatsoever, [whether consequent to the expiry of stipulated term of the Contract or otherwise], UCO BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all steps to minimize loss resulting from the termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract and the Contract is not further extended by UCO BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training,

where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

Nothing herein shall restrict the right of UCO BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Letter of Indemnity and pursue such other rights and/or remedies that may be available to UCO BANK under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

### **23. 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:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. 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.

### **24. Confidentiality**

The bidder/selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level 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 purposes 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.
- Conflict of interest: The Vendor 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.
- The successful Bidder is required to execute a Non-Disclosure Agreement to the bank as per bank's format before or at the time of execution of the Master Contract.

## **25. Dispute resolution mechanism.**

The Bidder and the Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between General Manager (IT, BPR & BTD) of UCO BANK and the Authorized Official of the selected Bidder. The matter shall then be resolved between them and the agreed course of action shall be documented within a further period of 15 days.

In case the dispute(s)/difference(s) between the Parties is/are not settled through negotiation in the manner as mentioned above, the same may be resolved by arbitration and such dispute/difference shall be submitted by either party for arbitration within 15 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 30 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with or arising out of the Contract/Service Level Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the Contract/ Service Level Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

## **26. Normalization of bids**

Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; Bank may at its discretion ask all the technically Shortlisted Bidders to resubmit the technical and commercial bids once again for scrutiny. The re-submissions can be requested by Bank in the following two manners:

- Incremental bid submissions in part of the requested clarifications by Bank
- Revised submissions of the entire bid in the whole

Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to Company

during this process at their cost. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

## **27. Other Terms and Conditions of the RFP**

- 1.1. Signing of the bid: The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.
- 1.2. Cost of preparation and submission of bid document: The bidder shall bear all costs for the preparation and submission of the bid. UCO BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.
- 1.3. ERASURES OR ALTERATIONS: The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- 1.4. Language of Bid: The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.
- 1.5. Non-Disclosure Agreement: The selected vendor is required to sign a Non-Disclosure Agreement with UCO Bank and the format of the Non-Disclosure Agreement will be provided by the Bank later.
- 1.6. Price Freezing: The price finalized shall remain valid during the period of the Contract.
- 1.7. Preliminary Scrutiny: UCO BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.
- 1.8. The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with

regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part. In all the aforesaid matters, Bank's decision is final and conclusive.

- 1.9. The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement without assigning any reason, whatsoever and without any cost or compensation therefor.
- 1.10. Clarification of Offers: To assist in the scrutiny, evaluation and comparison of offers/bids, UCO BANK may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
- 1.11. Audit by Third Party: Bank at its discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank.
2. Governing Laws & Jurisdiction of the Court: The provisions of this RFP and the Service Level Agreement to be executed shall be governed by the laws of India for the time being in force and the Rules made thereunder from time to time and all the dispute(s) or difference(s) arising out of or in connection with the contract shall be subject to the exclusive jurisdiction of the courts at KOLKATA.
- 2.1. Publicity: Any publicity by the bidder in which the name of UCO Bank is to be used should be done only with the explicit written permission of UCO Bank. The Vendor shall not make or allow making a public announcement or media release about any aspect of the Contract unless UCO BANK first gives the Vendor its prior written consent.
- 2.2. Non-Transferable Offer: This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.
- 2.3. Address of Communication: Offers/bid should be addressed to the address given in Bid Details-control sheet table in this RFP.

- 2.4. CONFIDENTIALITY OF THE BID DOCUMENT: The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.
- 2.5. If an agent bid on behalf of the Principal, the same agent shall not submit a bid on behalf of another Principal in the same tender for this project."
- 2.6. Cancellation of tender process: Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason and without any cost or compensation therefor.
- 2.7. Modification of Order : Bank reserves its rights to modify (i.e., addition and reduction) the Purchase/Work Order as per its requirement and the payment for such addition /reduction would be determined on pro rata basis or on mutual consent of the parties.
- 2.8. Response of the Bid: The Bidder should comply all the terms and conditions of RFP.
- 2.9. Bidder is required to comply with and adhere to all Laws, Rules, Regulations, Bye-Laws, Guidelines and Notifications etc. Any license, if required for providing the services, needs to be secured by the bidder. The bidder is solely responsible for any legal obligation related to this.
- 2.10. The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to acts of misconduct/ breach of confidentiality etc.
- 2.11. Price Discussion: It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the right to do price discovery and engage the successful bidder in discussions on the prices quoted.
- 2.12. Non-Assignment: Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, assigned or delegated to any third party by Vendor without prior written consent of the Bank.
- 2.13. The services to be availed from the selected bidder are on a principal to principal basis and do not create any employer- employee relationship. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the Vendor, for any assignment under the purchase contract to be issued for this RFP. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of Vendor shall be paid by Vendor alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Vendor's employee, agents, contractors, and subcontractors,



etc. The Vendor shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc. However, the Vendor would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

- 2.14. The Vendor is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees and will be accountable for both. The Vendor shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by the Bank. Vendor shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Vendor and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power, or outside the scope of power, vested under the purchase contract to be issued for this Tender.
- 2.15. UCO BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO BANK has the right to re-issue tender/bid. UCO BANK reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO BANK will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.
- 2.16. In case of amalgamation of the bidder company with one/more than one company/ any other company takes over the bidder company with whom the Bank will execute the contract, the Bank will continue to do its business with the acquirer one.
- 2.17. Escrow Mechanism: The Bank and the Vendor shall agree to appoint an escrow agent to provide escrow mechanism for supply, installation and maintenance of e-Surveillance System at ATM sites and branches in CAPEX model supplied/procured by the vendor to the Bank for its branches in order to protect its interests in an eventual situation. For the existing operations it will continue unchanged. The Bank and the Vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Vendor. As a part of the escrow arrangement, the final selected vendor is also expected to provide a detailed



documentation for the complete e-Surveillance system which has been duly reviewed by an external independent organisation.

## **Part –II**

### **1. Eligibility Criteria for the bidder**

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

<b>Sl. No.</b>	<b>Criteria</b>	<b>Proof of documents to be submitted</b>
1.	Bidder should be a company registered in India with an established setup in India.	Certificate of Incorporation & Commencement of Business (whichever applicable) should be submitted.
2.	The Bidder should have a cumulative turnover of ₹ 50 crore during last three financial years i.e 2014-15, 2015-16 and 2016-17.	Copy of the audited balance sheets of the company showing turnover of the company should be submitted.
3.	The Bidder should be a profit making entities (profit after tax) and should have maintained a positive net worth in the last three financial years (2014-15, 2015-16 and 2016-17)	Copy of the audited balance sheets of the company showing profit/loss/net worth of the company for the consecutive last three years should be submitted.
4.	Bidder should be providing CMS (Central Monitoring Systems) for a minimum 1500 ATM / Currency Chest / Cash Vault / Bank branches in India as on 31 <sup>st</sup> March, 2017. All documentary evidence should be provided.	Documentary evidence with relevant copies of Purchase Order and related Certificate of successful implementation from client including names of clients with Phone and Fax numbers, E-Mail IDs, etc.
5.	The Bidder should have successfully implemented E-Surveillance Systems in the ATM/ Currency Chest/Cash Vault/Bank Branches of at least 3 Nationalized Banks/Private Sector banks/ NBFCs or other institutions/ organisations.	The certificate to this effect from the organization should be furnished along with Technical bid. Performance report from the organization along with the quantity of equipment supplied to the organization is to be submitted.
6.	Bidder should not have been debarred/black-listed by any Bank or Financial Institutions in India as on date	Self-declaration to that effect should be submitted on company letter Head as per format given in

	of RFP submission.	<b>Annexure-IX.</b>
7.	Bidder should submit an Undertaking regarding compliance of all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.	An undertaking on the letterhead of the company has to be submitted as per the format given in <b>Annexure-X.</b>
<b>Note:</b> In this RFP, either the Indian agent on behalf of Principle/OEM or Principle/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender. If an agent submits bid on behalf of the Principle/OEM, the same agent shall not submit a bid on behalf of another Principle/OEM in the same tender for the same item or product.		

**UCO BANK reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of UCO BANK in this regard shall be final. The Bidder needs to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. Any credential detail not accompanied by relevant proof documents from the clients will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide. Any assumptions made by the Bidder's in response of this RFP will be their own risk and cost. The bank will not be liable for any such assumptions / representations made by the Bidder's. The bank's decision will be final.**

### **LIST OF DOCUMENTS FOR ELIGIBILITY PROOF**

- A hard copy of the credential letters from clients neatly bound and labeled.
- Scanned copy of the credential letters from clients neatly bound and labeled.
- Provide details of organization along with all the key contacts including their work phone, Cell phone, work address and e-mail details.
- Provide certificate of incorporation
- Provide audited annual statement of accounts for the last 3 financial years i.e. 2014-15, 2015-16 and 2016-17 in support of the following:
  - Turnover and profit from products / services
  - Locations in which the company has offices.
  - Total number of employees and employees in India.
- Provide the necessary documentation in support for the Bidder of the following:
  - Corporate structure, founder, and related history of the company
  - Ownership structure
  - Number of years in this business and relevant business lines
- Credentials describing the bidding company's experience in providing the services, relevant to this request, as follows:
  - Name of the company / Bank
  - Year from which services being provided
  - Key client references which providing details such as name, address, e-mail address, phone no., fax no. and mobile no.

The bank reserves the right to disqualify bidders that do not submit sufficient proof of credentials in order to meet the specified eligibility criteria.

## **Part –III**

### **1. Scope of Work/Requirements**

Bank intends to implement a tested and proven technology solution for centralized integrated security surveillance of ATM Locations/branches to prevent physical crimes. The purpose of implementing the proposed system is to avoid crime, theft, burglary, vandalism at the ATM/ Branch locations and also to detect any intrusion.

UCO Bank invites bids for supply, installation and maintenance of E- surveillance Systems at banks ATM sites & branches in CAPEX Model. The segregation of ATM sites and branches is as follows:

<b>Number of Off-site ATM</b>	<b>Number of Branches without ATMs and Branches with Onsite ATMs</b>
575	3063

The indicative list of critical resources, which are required to be monitored through the proposed E-Surveillance System:

ATM – Entrance, Machine and its surroundings.

Branch- Entrance, Cash Counter, Locker Area, Vault Area.

### **Scope of Work**

1. **Supply and Installation** - The selected bidder is required to supply and install the computing devices, equipment at the central monitoring site and at individual locations as well. The selected bidder will provide maintenance of the proposed system. The selected bidder is also required to provide training to the end user of the system.
2. **Site preparation**- The selected bidder is required to do all site preparation jobs, if required, to mount the desired device/ equipment.
3. **Connectivity**-The selected bidder is required to provide end to end secure and dedicated connectivity from the individual site setups to the central monitoring system. Bidders have to provide separate VPN (Virtual Private Network) network based on GSM (Global System for Mobiles) or CDMA (Code Division Multiple Access) with redundant connectivity, from two different service providers.
4. **Online remote monitoring**-The proposed solution should be reliable, robust, scalable and 5<sup>th</sup> generation surveillance system. The system should comprise of:

- ✓ Intruder Alarm System
- ✓ Video Surveillance System
- ✓ Fire Detection System

The services offered by the proposed system should include but not limited to the following functionalities:

- 1. Remote monitoring of the location:** PIR Based Monitoring of individual sites from the Remote Central Monitoring System. The Central Monitoring System should have facility to remotely control the equipment/ devices installed at individual sites. The Solution should capture, store, and analyze digital Video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people & property.
- 2. Online Video/ Audio pulling:** The Video/ Audio captured from the individual sites should be accessible on-demand, online from the Remote Central Monitoring System.
- 3.** Two-way Audio to deter/warn criminal attempts/activities.
- 4.** The proposed system should have the capability to detect the exceptional/ unwarranted activities through various sensors such as:
  - a. Thermal Sensor
  - b. Removal Detector,
  - c. Vibration Sensor,
  - d. Tilt Sensor,
  - e. Motion Sensor,
  - f. Smoke Sensor
- 5. Incident Management/ Reporting System-** The possible incidents includes vandalism, theft, fire, water leakage, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property. The proposed system should have automated on-line real-time fault detection & trouble tracking system. The system should have multiple means (email/ SMS etc.) for delivering alerts alarms to intimate above the incidents / situations to the authorized officials of the Bank/ local authorities.

The proposed system should generate all management reporting of all untoward incidents and should store audit- trail of all access/ actions. The

reporting system should be comprehensive and should have graphical analytical reporting of all incidences.

- 6. Monitoring of devices and equipment-** The system should check the house keeping of the site and should generate status report at predefined intervals. The system should have machine based automated diagnostics for preventing down time. The monitoring of devices and equipment will cover but not limited to the following activities:
  - a. Video housekeeping.
  - b. Camera health check-up
  - c. HDD health check-up
  - d. Sensor/ Detector health check-up.
- 7. Facility Management Services-** The selected bidder is required to provide Facility Management Services for initial 02 years only. Bank intends to engage FMS resources for manning the Central Monitoring System. The services have to be provided on 24\*7 basis. Bank requires 05 FMS resources for the first year and 10 FMS resources for the second year of operations. The FMS resources will be required to be deputed in shifts.
- 8. Training-** The selected bidder is required to impart training to 20-25 bank's identified bank's staff at Kolkata for three (03) working days. Complete and comprehensive training will comprise of software maintenance, activities at Central Monitoring System, functionalities of devices installed at individual sites. The training will be conducted at Bank's Training College, Kolkata. The selected bidder has to depute competent resources for the said training session.
- 9. Maintenance-** The selected bidder is required to maintain the software, hardware at the Central Monitoring System and individual sites during the warranty period of 03 years and during the AMC period of subsequent 02 years (i.e. 04<sup>th</sup> & 5<sup>th</sup> year).
- 10. Utilisation of Bank's existing equipment/ device:** The existing devices at ATMs and Branches such as CCTV, DVR, Sensors etc., wherever found feasible/ compatible, have to be utilised and integrated with the proposed E-Surveillance System.

Prior to installation of devices at individual sites, the selected bidder will submit a report regarding the quantity of equipment/ devices, required to be installed at a particular site, keeping in view the following factors:

- Availability of bank's existing devices/ equipment at the site (ATM/ Branches) and its feasibility to be integrated with the proposed E-Surveillance System.
- Size of the ATM site/ Branches and location of ATM machine, Cash Counter, Vault etc.

For pre installation assessments, the necessary information may be collected from the concerned branches, Zonal Offices, Security Officer as the case may be. Bank will share such contact details at the time of issuing work order.

## **2. Schedule of Implementation**

<b>Phases of Implementation</b>	<b>Number of Off-site ATM to be implemented during the tenure</b>	<b>Number of Branches without ATMs and Branches with Onsite ATMs to be implemented during the tenure</b>
Pilot Implementation	10	10
Phase-I: 2017-18	200	500
Phase-II:		
2018-19	365	335
2019-20	0	740
2020-21	0	739
2021-22	0	739

- Bank will issue phase wise Work Order.
- The establishment of Central Monitoring System must be started within 60 days from the issuance of the Work Order.
- The implementation of Central Monitoring System must be completed within 75 days from the issuance of the Work Order.
- The Pre-installation assessments, in consultation with Banks officials, to be completed within 10 days from the issuance of the Work Order. Subsequently a report, clearly mentioning the quantity of devices required, has to be submitted within 03 days from the date of visit for Pre-installation assessment. Subsequently, Bank will issue work order mentioning the site wise quantity of equipment/ devices required.
- The installations at individual ATMs/ Branches must be completed within 14 days from bank's approval of site wise device requirements.
- The selected bidder will share the implementation plan along with the details of SPOC (Single Point of Contact) for this project.



### 3. Penalty Charges

The following penalty charges will be imposed on the bidder in the following circumstances:

- a) Due to deficiency of Service:** If the selected bidder fails to maintain stipulated uptime within the warranty period, Bank will deduct penalty charges of an amount 0.5% of the order value with a maximum level of 5% of the total order value (not exceeding the total cost of the item for which penalty is being charged). The penalty charges will be recovered from any outstanding dues payable to the bidder by Bank or the Bank Guarantee submitted by the bidder. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

### 4. Warranty

The Selected Bidder must provide 03(Three) year on-site comprehensive warranty for all (both Central Monitoring System and Individual Sites) hardware and peripheral items to be supplied under this RFP covering all parts and labour from the date of acceptance of the systems by UCO Bank at the respective locations i.e on-site comprehensive warranty and two year AMC (4<sup>th</sup> Year AMC & 5<sup>th</sup> Year AMC), if so decided by the Bank.

During the warranty period, the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected vendor's office remains closed or not. The request for support shall have to be attended by the vendor even if the request is made over telephone/ SMS or by e-mail/fax by the respective sites, within 4 hours within City limits, within 8 hours in the Suburb (25 Km radius) and within 24 hours at all other places (Response time). The entire equipment should be repaired within 48 hours (Resolution time). In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired.

The Vendor shall be fully responsible for the manufacturer's warranty for all equipments, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Vendor or any defect that may develop under normal use of supplied equipment during the warranty period. Warranty shall not become void even if UCO Bank buys any other supplemental hardware from a third party and installs it with/in these

machines. However, the warranty will not apply to such hardware installed. Besides the above, the vendor will have to enter into Service Level Agreement.

Any software and firmware upgrade / enhancement / engineering changes applicable to the hardware and software supplied should be provided for the warranty period within a period of one month from the date of release.

## **5. Uptime**

The bidder shall guarantee an uptime of 99.00% for the hardware equipments which shall be calculated on quarterly basis.

The 'Uptime' is equal to total contracted hours in a quarter less downtime.

The 'Downtime' is the time between the time of report by the Bank and time of restoration of service within the contracted hours. 'Restoration' is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime is below 98%, the Bank shall have full right to terminate the contract under this RFP.

## **Part –IV**

### **1. BID OPENING AND EVALUATION CRITERIA**

#### **1.1 Evaluation Methodology**

The evaluation will be a three-stage process -

- Phase 1 – Eligibility Evaluation
- Phase 2 – Technical Evaluation
- Phase 3 – Commercial Evaluation

##### **1.2.1 Eligibility Evaluation**

In first stage, the Bank will evaluate the eligibility responses to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP.

##### **1.2.2 Technical Evaluation**

In the second stage i.e. in Technical Evaluation, the bidders will be shortlisted, based on bidder's responses.

During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation.

The resources offered should meet all the technical specifications. **Non-compliance to any of the technical specification may attract rejection of the proposal.**

Bidder has to submit the detailed BOM (Bill of Material) along with the internal part nos. for all quoted products inclusive of all licenses. The bidder is required to submit the Bill of Material (BOM), Annexure-V along with the technical bid for the following sub systems:

1. Central Monitoring System
2. CCTV Surveillance
3. Intrusion Alarm System
4. Fire Detection System
5. 2-Way Audio System
6. Connectivity Solution

### **1.2.3 Commercial Evaluation**

Commercial Bids of bidders, who qualified in the eligibility and technical evaluation stages, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail.

## **1.2 Selection Methodology**

Technically qualified and eligible as per eligibility criteria mentioned in the RFP with lowest quote based on Total Cost of Ownership (TCO) will be considered as successful bidder.

**(Tender offer forwarding letter)**

**Tender Reference No.: DIT/BPR & BTD/OA/971/2017-18 dated 30/06/2017**

**Date: XX.XX.2017**

**The Deputy General Manager  
IT, BPR & BTD  
UCO Bank, Head Office  
Department of Information Technology  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

**Dear Sir,**

**Sub: Your RFP for “Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model”**

**RFP Ref. No. DIT/BPR & BTD/OA/971/2017-18 dated 30/06/2017**

With reference to the above RFP, having examined and understood the instructions for all annexures, terms and conditions forming part of the Bid, we hereby enclose our offer for **Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model** mentioned in the RFP document forming Eligibility and Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Eligibility and Technical as well as Commercial Bids by the bank we undertake for **Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model** as per your purchase orders/ Agreement.

In the event of our selection by the bank for **Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model**, we will submit a Performance Guarantee for a sum equivalent to 10% of the project cost for a period valid for the tenure of the contract period plus a claim period of 3 (three) months, indemnifying any loss to the Bank, and the Performance Bank guarantee will be effective from the month of execution of the Service Level Agreement in favour of UCO Bank.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We enclose the following Demand Drafts:

1. DD No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs. 20,000/- (Rupees Twenty Thousand only) as Cost of RFP Document &
2. BG No. \_\_\_\_\_ dated \_\_\_\_\_ as EMD of Rs. 25,00,000/- (Rupees Twenty Five Lakhs only) .

Both DD and BG are issued in favour of UCO Bank  
by..... Bank, Branch payable at Kolkata.

Dated this \_\_day of \_\_\_\_2017

Signature: \_\_\_\_\_

(In the Capacity of) \_\_\_\_\_

Duly authorized to sign the tender offer for and on behalf of

**Bank guarantee (Earnest Money Deposit/Security Deposit Format)**

To  
The Deputy General Manager  
IT, BPR & BTD  
UCO Bank, Head Office  
Department of Information Technology  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064

Dear Sir(s),

**Sub: Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model**

**RFP Ref No:- DIT/BPR & BTD/OA/971/2017-18 dated 30/06/2017**

In response to your **Request for Proposal (RFP)** for **Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model**, M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for self and other associated vendors and submit the proposal for **Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model** and to provide related services as listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of Rs..... (Rupees ..... only) as bid security as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

- a) If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- b) If the bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or

c) In case of the successful bidder, if the bidder fails:

- To sign the contract in the form and manner to the satisfaction of UCO BANK
- To furnish performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK either at the time of or before the execution of Service Level Agreement (SLA).

We undertake to pay immediately on demand to UCO Bank the said amount of Rs.... (Rupees \_\_\_\_\_ only) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed Rs..... (Rupees ..... only).
2. This Bank guarantee will be valid upto \_\_\_\_\_; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before\_\_\_\_\_.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_\_\_day of \_\_\_\_at \_\_\_\_\_.



**Format for Performance Bank Guarantee**

**To**

**The Deputy General Manager  
IT, BPR & BTD  
UCO Bank, Head Office  
Department of Information Technology  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Dear Sir(s),

**Sub: Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model**

WHEREAS, The UCO Bank, having its Head Office at 10 B.T.M Sarani, Kolkata - 700001 (hereinafter called the 'Bank') has invited Bids for the **Supply, Installation and Maintenance of e-Surveillance System at ATM sites and Branches in CAPEX model** on the terms and conditions mentioned in the Bid document.

1. It is one of the terms of invitation of Bids that the Bidder shall furnish a Bank Guarantee as Earnest Money Deposit of Rs.....(Rupees.....only).

2. M/s\_\_\_\_\_, (hereinafter called as Vendor), who are our constituents intend to submit their Bid for the said work and have requested us to furnish guarantee to the 'Bank' in respect of the said sum of Rs.....(Rupees.....only).

NOW THIS GUARANTEE WITNESSETH

1. We \_\_\_\_\_ (Bank) do hereby agree with and undertake to the UCO Bank, their Successors, Assigns that in the event of the UCO Bank coming to the conclusion that the Vendor have not performed their obligations under the said conditions of the Bid or have committed a breach thereof, which conclusion shall be binding on us as well as the said Vendor. We shall on demand by the UCO Bank, pay without demur to the UCO Bank, Rs..... or any lower amount that may be demanded by the UCO Bank. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed Rs.....(Rupees.....only).

2. We also agree to undertake to and confirm that the sum not exceeding

Rs..... as aforesaid shall be paid by us without any demur or protest, merely on demand from the UCO Bank on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the UCO Bank shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Bank within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the UCO Bank under this guarantee shall be independent of the agreement or agreements or other understandings between UCO Bank and the Vendor. This guarantee shall not be revoked by us without prior consent in writing of the UCO Bank.

We hereby further agree that –

a) Any forbearance or commission on the part of the UCO Bank in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and / or hereunder or granting of any time or showing of any indulgence by the UCO Bank to the Vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendors of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs.....(Rupees.....).

b) Our liability under these presents shall not exceed the sum of Rs..... (Rupees.....).

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in Bidding for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to \_\_\_\_\_ provided that if so desired by UCO Bank, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the ----- or on the day when our said constituents comply with their obligations, as to which a certificate in writing by UCO Bank alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of UCO Bank against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours' faithfully,

For and on behalf of

\_\_\_\_\_ Bank.

Authorised official.

(NB : This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified).

**Checklist of documents for Eligibility Criteria of the bidder**

<b>Sl. No.</b>	<b>Criteria</b>	<b>Proof of documents to be submitted</b>	<b>Bidder's Compliance (Yes/No)</b>	<b>Mention the document submitted</b>
1.	Bidder should be a company registered in India with an established setup in India.	Certificate of Incorporation & Commencement of Business (whichever applicable) should be submitted.		
2.	The Bidder should have a cumulative turnover of Rs 50 crore during last three financial years i.e 2014-15, 2015-16 and 2016-17.	Copy of the audited balance sheets of the company showing turnover of the company should be submitted.		
3.	The Bidder should be a profit making entities (profit after tax) and should have maintained a positive net worth in the last three financial years (2014-15, 2015-16 and 2016-17)	Copy of the audited balance sheets of the company showing profit/loss/net worth of the company for the consecutive last three years should be submitted.		
4.	Bidder should be providing CMS (Central Monitoring Systems) for a minimum 1500 ATM / Currency Chest / Cash Vault / Bank branches in India as on 31 <sup>st</sup> March, 2017. All documentary evidence should be provided.	Documentary evidence with relevant copies of Purchase Order and related Certificate of successful implementation from client including names of clients with Phone and Fax numbers, E-Mail IDs, etc.		
5.	The Bidder should have successfully implemented E-	The certificate to this effect from the organization should be		

	Surveillance Systems in the ATM/ Currency Chest/Cash Vault/Bank Branches of at least 3 Nationalized Banks/Private Sector banks/ NBFCs or other institutions/ organisations.	furnished along with Technical bid. Performance report from the organization along with the quantity of equipment supplied to the organization is to be submitted.		
6.	Bidder should not have been debarred/black-listed by any Bank or Financial Institutions in India as on date of RFP submission.	Self-declaration to that effect should be submitted on company letter Head as per format given in <b>Annexure-IX.</b>		
7.	Bidder should submit an Undertaking regarding compliance of all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.	An undertaking on the letterhead of the company has to be submitted as per the format given in <b>Annexure-X.</b>		

**Bill of Material – Central Monitoring System**

Sl.	Item	Make/ Model	Part No.	Quantity
1.				
2.				
....				

**Bill of Material – CCTV Surveillance System**

Sl.	Item	Make/ Model	Part No.	Quantity
1.				
2.				
....				

**Bill of Material – Intrusion Alarm System**

Sl.	Item	Make/ Model	Part No.	Quantity
1.				
2.				
....				

**Bill of Material – Fire Detection System**

Sl.	Item	Make/ Model	Part No.	Quantity
1.				
2.				
....				

**Bill of Material – 2-Way Audio System**

<b>Sl.</b>	<b>Item</b>	<b>Make/ Model</b>	<b>Part No.</b>	<b>Quantity</b>
1.				
2.				
....				

**Bill of Material – Connectivity Solution**

<b>Sl.</b>	<b>Item</b>	<b>Make/ Model</b>	<b>Part No.</b>	<b>Quantity</b>
1.				
2.				
....				

**Commercial Bid Template**  
(Amount in Rs.)

**TOTAL COST OF OWNERSHIP (TCO)**

**Table-A – Individual Site – Equipment/ Device Cost (One Time)**

Items	Number of branches (a)	Number of Off-site ATMs (b)	Total Number of sites $c = (a) + (b)$	Unit Cost (in Rs.) (d) with 03 yr warranty	Tax (%) (e)	Tax (in Rs.) (f)	Total Unit Cost (in Rs.) $g = (d+f)$ with 03 yr warranty	Total cost $h=(g*c)$ with 03 yr warranty
CCTV Camera	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
DVR	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Panic Switch	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
PIR	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Tilt Sensor	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Vibration Sensor	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Magnetic Sensor	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Fire Sensor	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Connectivity Solution(Panel with two SIM)	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX



Back Door Censor	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Smoke Sensor	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
2-Way Audio Solution	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Implementation Charges	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Any other charges	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Total Cost of equipment/ devices for Individual Site Setup(One time)								XXXX

Table-B Individual Sites – Connectivity Usages Charges								
Items	Number of branches (a)	Number of Off-site ATMs (b)	Total Number of sites $c = (a) + (b)$	Monthly Usages Charges (in Rs.) (d)	Tax (%) (e)	Tax (in Rs.) (f)	Yearly Usages Charges per site (in Rs.) $g = 12*(d+f)$	Total cost for 05 Years $h=c*(g*5)$
Connectivity Usage Charges	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Total Connectivity Usages Charges								XXXX

Table-C – Central Monitoring System – Hardware & Software Cost (One Time)						
Software Items	Unit Cost (a)	Qty (b)	Tax (%) (c)	Tax (in Rs.) (d)	Total Unit Cost e=(a+d)	Total cost =b*e
Application Software	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Hardware (Including System Software, if any)	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Escrow Management cost	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Any other charges	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Implementation Cost	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total Cost for Central Monitoring System (One Time)						XXXX

Table-D – Central Monitoring System – AMC/ ATS Charges for Hardware & Software						
Software Items	Unit Cost (a)	Qty (b)	Tax (%) (c)	Tax (in Rs.) (d)	Total Unit Cost e=(a+d)	Total cost =b*e
AMC of Hardware for 04 <sup>th</sup> Year	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
AMC of Hardware for 05 <sup>th</sup> Year	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
ATS of Software for 04 <sup>th</sup> Year	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
ATS of Software for 05 <sup>th</sup> Year	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total Cost for AMC/ ATS Central Monitoring System						XXXX

Table-E – Individual Sites – AMC Charges								
Items	Number of branches (a)	Number of Off-site ATMs (b)	Total Number of sites $c = (a) + (b)$	AMC Charges per site (in Rs.) (d)	Tax (%) (e)	Tax (in Rs.) (f)	AMC Charges per site (in Rs.) $g = (d+f)$	Total AMC Charges $h=(g*c)$
AMC Charges of devices installed at Individual Sites – 04 <sup>th</sup> Year	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
AMC Charges of devices installed at Individual Sites- 5 <sup>th</sup> Year	3063	575	3638	XXXX	XXXX	XXXX	XXXX	XXXX
Total Cost of AMC for Individual Sites								XXXX

Table-F – Facility Management Services (FMS)					
Items	Resources required (a)	Charges per resource (b)	Tax (%) (c)	Tax (in Rs.) (d)	Total Charges (₹) $e=a*(b+d)$
Facility Management Services – 1 <sup>st</sup> Year	05	XXXX	XXXX	XXXX	XXXX
Facility Management Services – 2 <sup>nd</sup> Year	10	XXXX	XXXX	XXXX	XXXX
Total Charges for Facility Management Services					XXXX

Table-G – Training Charges (One Time)				
Items	Charges (a)	Tax (%) (b)	Tax (in Rs.) (c)	Total Charges (₹) d=a+c
Training to be imparted to 20-25 Bank's staff at Kolkata for three days (Premises and infrastructure to be provided by Bank)	XXXX	XXXX	XXXX	XXXX
Total Charges for Training				XXXX

Table H- Total Cost of Ownership (TCO)		
Table	Particulars	Cost
A	Total Cost of equipment/ devices for Individual Site Setup(One time) with 03 year warranty	XXXXXX
B	Individual Sites – Connectivity Usages Charges for 05 years	XXXXXX
C	Total Cost for Central Monitoring System (One Time) with 03 year Warranty	XXXXXX
D	Total Cost for AMC/ ATS Central Monitoring System – 04 <sup>th</sup> & 05 <sup>th</sup> Year	XXXXXX
E	Total AMC Charges for individual sites – 04 <sup>th</sup> & 05 <sup>th</sup> Year	XXXXXX
F	Facility Management Services (FMS) – 02 years	XXXXXX
G	Training Charges	XXXXXX
Total Cost of Ownership for 05 years		XXXXXX

(Total Cost of Ownership for 05 years in words.....)

**Place:**

**Authorised Signatory**

**Date:**

**Name:**

**Stamp:**

**Note:**

1. L1 Bidder will be determined based upon lowest TCO quoted by the bidder.
2. In case of discrepancy between figures and words, the amount in words shall prevail.
3. **The bidder is expected to quote the price in Indian Rupees inclusive of all applicable taxes which also includes the Service Tax at the prevailing rate. UCO Bank will pay the applicable Tax as per the rate applicable at the time of making payment.**
4. Bidder should strictly quote in the format as mentioned above.
5. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
6. Quantity mentioned above is indicative. It may vary as per requirement of Bank.
7. The quantity of devices CCTV, DVR etc. are indicative in nature. Bank may procure CCTV and DVR based as its requirement. Bank will not guarantee minimum quantity.

**PRE-CONTRACT INTEGRITY PACT**  
**(to be stamped as per the Stamp Law of the respective State)**

General

This pre-contract Agreement (hereinafter called the Integrity Pact) is made on.....day of the month of....., 20\_\_between, on one hand UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 {hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s.....represented by Shri..... (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a .....Department performing its functions on behalf of UCO BANK.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

**The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:**

**Commitments of the BUYER**

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **Commitments of BIDDERS**

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
  - 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
  - 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any

material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the

**BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.**

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also



undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### **4. Previous Transgression**

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER'S exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **5. Earnest Money (Security Deposit)**

5.1 While submitting the bid documents, the BIDDER shall deposit an amount (to be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

- (i) Bank Guarantee in favour of \_\_\_\_\_ ;
- (ii) A confirmed guarantee by an Indian Nationalised Bank (other than UCO Bank), promising payment of the guaranteed sum to the BUYER on demand

of UCO Bank within the time mentioned by UCO Bank without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument (to be specified in the RFP).

5.2 The Earnest Money/Security Deposit shall be valid upto a period of 180 days together with a claim period of 30 days.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

## **6. Sanctions for Violations**

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of UCO Bank, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for

any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

- (v) To en-cash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the UCO Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- (x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be-entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **7. Fall Clause**

7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## **8. Independent Monitors**

8.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties/The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of BUYER/'Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic Situations.

## **9. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

## **10. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

## **11. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

## **12. Validity**

12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at -----on-----.

BUYER

Name of the Officer

Authorised Signatory

Designation

Deptt

Witness

1.

2.

BIDDER

Name of the Officer

Authorised Signatory

Designation

Deptt

Witness

1.

2.

**Format of Pre-Bid Queries to be submitted by the Bidder(s)**

Name of the Bidder:

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

<b>Sl. No.</b>	<b>RFP Page No.</b>	<b>RFP Clause No.</b>	<b>Original RFP Clause</b>	<b>Subject/Description</b>	<b>Query sought/Suggestions of the Bidder</b>

**Undertaking by the Bidder**

**To**

**The Deputy General Manager  
IT, BPR & BTD  
UCO Bank, Head Office  
Department of Information Technology  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Dear Sir(s),

**Sub: Supply, Installation and Maintenance of e-Surveillance System at ATM sites and  
Branches in CAPEX Model**

**RFP Ref. No. DIT/BPR & BTD/OA/971/2017-18 dated 30/06/2017**

- a) We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfill the same.
- b) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- c) Further, we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- d) We have not been blacklisted by any Nationalised Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- e) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.

(Deviation to the above if any, the Bidder must provide details of such action(s))

(1)

(2)

**(Signature and the capacity of the person duly authorized to sign the bid for  
and on behalf of )**



**DECLARATION-CUM-UNDERTAKING**

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

**To**

**The Deputy General Manager  
IT, BPR & BTD  
UCO Bank, Head Office  
Department of Information Technology  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

**Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements**

In consideration of UCO Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_ .

Place:

**For M/s. ....**

.....

**[Seal and Signature(s) of the Authorised Signatory (s)]**

**Functional & Technical Specifications (E-Surveillance Systems)****Envisaged BOM****Technical Specifications for Integrated CCTV + Intrusion Panel with Command Center Application**

The Integrated CCTV + Intrusion Panel with Command Center Application shall comply with the following parameters:-

<b><u>Sl. No.</u></b>	<b><u>General Specifications for Alarm Systems Control Panel</u></b>	<b><u>Make &amp; Model</u></b>	<b><u>Compliance/Remarks</u></b>
<b><u>Integrated CCTV + Intrusion Panel with Command Center Application:-</u></b>			
<b><u>A. Integrated Panels Specs</u></b>			
1	8 zone Micro Controller based security Alarm panel		
2	On-board IP communication module for Mobile App		
3	On-board IP communication module for Alerts on Command Control		
4	On-Board Optional 3G/4G communication Module for SMS Alerts on Mobile Phone		
5	Optional SMS alarm data-push and remote arming/disarming function available over 3G/4G based panel		
6	2 transmission modes: wired network transmission, 3G/4G transmission also support GPRS		
7	Supports 4-ch network camera, support dual-stream		
8	1-ch audio output, 1-ch two-way audio, 1-ch loudspeaker;		
9	1-ch VGA output		
10	Siren Power Supply 12VDC /500mA		
11	On-board Two-Way communication Speaker & MIC		
12	1-ch local alarm output, 8-ch extension alarm output		
13	On-Board Alarm Input Partitions -8nos		
14	On-Board Network Video Input :- 4-ch HD Network Camera		
15	Network Bandwidth :- 25Mbps		
16	VGA Output Resolution :- 1-ch, Resolution: 1024×768/60Hz, 1280×720/60Hz, 1280×1024/60Hz, 1600×1200/60Hz, 1920×1080p/60Hz		
17	Audio Output :- 1-ch, RCA Interface (Linear, 1kΩ)		
18	Two-way Audio :- 1-ch, RCA Interface (Linear,		

	1kΩ)		
19	Loudspeaker :- 1-ch, Build-in		
20	Record Resolution :- 1080P/720P/VGA/4CIF/DCIF/2CIF/CIF/QCIF (4-ch 1080p simultaneous live view is not supported currently)		
21	Synchronous Playback :- 4Ch		
22	Post-view:- Delay duration can be configured.		
23	Optional Capture for Recheck :- 10 Captures (5 Captures before/after Alarm)		
24	Record Mode:- Manual Record, Scheduled Record, Motion Detection Record		
25	Playback Mode:- Instant Playback, Normal Playback, Event Playback		
26	HDD Information:- Supports Build-in 1/2 TB 2.5"HDD, SATA Interface		
27	One Zone for 24 hour emergency zone for better security		
28	On-board Keypad for programming of Panel		
29	Scheduled arming/disarming function		
30	Tamper proof wiring for panic buttons and Speakers/Sounders		
31	Different coloured LED's for - a. Mains indication b. Battery indication c. Faulty / Isolated Zones indication d. Alarm Indication e. Arm / Dis-Arm mode indication		
32	In-built battery back-up provision		
33	Automatic switch over from power mode to battery mode in case of power failure and vice-versa		
34	Battery Protection-Battery deep discharge & short circuit through fuse Amplifiers		
35	Protection against False Alarm / Anti -Rodent facility.		
36	Certification - CE		
37	Back-up battery -12 Volts, 7 Ah, SMF battery (Standard Make)		
38	Remote Control + App compatibility		
39	Network Interface :- 1 RJ45 10M/100M Self-adaptive		
40	RS485:- 1, RS485 Half-duplex, Support PTZ Control		
41	Keypad Bus :- 1, RS485 Half-duplex		
42	USB Interface :- 1, USB2.0		
43	Storage Battery Port :- 1 Port, for Storage Battery Accessing		
44	Power Supply :- 14.3VDC /2.8A		

45	Consumption :- 6.5W (Without HDD and Power Supply for External Device)		
46	Working Temperature -10°C~+55°C (14°F~131°F)		
47	Working Humidity:- 10%~90%		
48	Mounting :- Wall-mounting		
49	CE certified		
50	Built-in Battery back-up provision		
<b><u>B. Panic Switch</u></b>			
1	Micro-switch rated at 5Amp @24 VDC		
2	Metal Casing		
3	Output-NC,NO		
<b><u>C. Siren/Hooter</u></b>			
1	Electronic Siren,		
2	Voltage - 12V DC		
3	Current Draw : 400mA, 6 VDC / 1.2 AMPS,		
4	Sound Output : 109 db		
<b><u>D. Magnetic Contact</u></b>			
1	Magnetic Contact WHITE		
2	Standard Gap : 1" (25mm)		
3	Adhesive / Screw Mounted		
4	12" (30cm) leads		
<b><u>E. Overhead Shutter Contact</u></b>			
1	Magnetic Contact WHITE		
2	Standard Gap : 1" (25mm)		
3	Adhesive / Screw Mounted		
<b><u>F. Camera Specs</u></b>			
1	Up to 2 megapixel (1920 × 1080) resolution		
2	Standard video compression with high compression ratio, ROI (region of interest) encoding		
3	Progressive scan CMOS, capture motion video without incised margin		
4	Support Triple stream		
5	Support : WDR/BLC/HLC/3D DNR		
6	High-performance and long service life Infrared LED, Approx. 30 meters IR range		
7	IR cut filter with auto switch		
8	Built-in Micro SD / SDHC / SDXC card slot, up to 128GB		
9	PoE (Power over Ethernet)		
10	Ingress Protection level: IP67, IK10		
11	Electronic shutter for different surveillance environments		
12	Other functions: alarm, reset button, mirror, etc.		
13	Support intrusion detection, line crossing detection, Face detection, scene change detection, Tampering alarm, Network disconnect , IP address conflict		

14	Support VCA, which is compatible with NVR for the second time of video searching and analysing		
15	Support : FCC, CE, Rohs, UL certified		
<b>G. Hard Disc Specification - 2.5 inch 1 TB</b>			
1	Bytes per Sector (logical/physical) 512/4096		
2	Interface SATA 6 Gb/s		
3	Data Transfer Rate (MB/s) Up to 140		
4	Cache (MB) 128		
5	Camera supported Up to 8 HD		
6	Load/Unload Cycles 600,000		
7	Head-Rest Method QuietStep™ Ramp Load		
8	No recoverable Read Errors per Bits Read, Max 1 per 10E14		
9	Power-On Hours per year 8760		
10	Workload Rate Limit (WRL) 2 90		
11	Start-up Current (+5V, A) 1.0		
12	Read/Write Power, Average (W) 1.6/1.7		
13	Idle Power, Average (W) 0.45		
14	Temperature, Operating (°C) 0 to 60		
15	Temperature, Non-operating (°C) -40 to 70		
16	Shock, Operating: 2ms (Gs) 400		
17	Shock, Non-operating: 1ms (Gs) 1000		
18	Rotational Operating Vibration 10-500Hz (rad/s^2) 15		
19	Linear Operating Vibration 5-200Hz (Grms) 2.4		
20	Acoustics, Idle, Typical (bels—sound power) 2.0		
21	Multi-Tier Caching Technology™ - Yes		
22	Halogen Free - Yes		
23	Acoustics, Seek, Typical (bels—sound power) 2.2		
24	IntelliRV3 - Yes		
<b>H. 4G Router Switch (Internet &amp; Static IP required)</b>			
1	Fixed Ports - 5 10/100BASE-T LAN ports		
2	1 USB2.0 port		
3	1 restore button		
4	2 SMA external antenna interfaces		
5	Flash - 128MB		
6	Memory - 512MB		
7	3G Support - WCDMA		
8	Routing Protocol- Unicast protocols: RIPv1/v2, OSPF, BGP, ISIS, OSPFv3, IS-ISv6, BGP4+		
9	Multicast protocols: IGMP, PIM-DM, PIM-SM, PIM-SSM, DVMRP, MSDP		
10	MPLS, LDP, MPLS QoS, MPLS VPN, nested MPLS VPN		
11	QoS- LLQ		
12	WRED		

13	CAR		
14	GTS		
15	QoS, H-QoS		
16	Functions - Dynamic packet filter, state detection, attack defense, URL filtering, ARP and DOS attack protection		
17	NAT, NAT, NAT Log, cross VPN NAT		
18	Support GRE, IP		
19	Support L2TP, PPTP		
20	Support AAA, SSH		
21	IPsec VPN, reverse route injection, certificate import, NAT traversal, IPsec VRRP backup, QoS for IPsec		
22	Standard ACL, extended ACL		
23	Web and MAC authentication modes, port security, MAC address restriction, MAC binding with IP and VLAN		
24	Support IPFIX traffic management and analytics		
25	High Availability- VRRP, DLD, TRACK, BFD for USR, BFD for RIP, BFD for OSPF, BFD for BGP, BFD for VRRP, BFD for MPLS, IP FRR, GR for RIP, GR for OSPF, GR for ISIS, GR for BGP, GR for LDP		
26	Power Consumption <6W		
27	Input Voltage - 100V to 240V AC		
28	Input Frequency - 50Hz to 60Hz		
29	IP Rating - IP30		
30	Temperature:- Operating temperature: -30°C to 70°C		
31	Storage temperature: -40°C to 85°C		
32	Humidity		
a.	Operating humidity: 5% to 95% RH		
b.	Storage humidity: 5% to 95% RH		
<b><u>I. Mobile App</u></b>			
<b><u>1. Security Control Panel</u></b>			
a	Instant Alarm messages on App		
b	Arming & Dis-Arming individual 8 inputs		
c	Arming & Dis-Arming Panel		
d	By-Pass Inputs		
e	Clear Alarms on App		
<b><u>2. Line View</u></b>			
a	Live view of 4 cameras		
b	Select Live view of Individual cameras		
c	Capture Image of view		
d	Record Live View on Mobile Phone		
e	Mute / Un-mute feature of Video		
f	Raise / Silent, Alarm from App		
g	2-way Audio communication from App		

<b><u>3. Remote Playback</u></b>			
a	Remote Playback view of 4 cameras		
b	Remote Playback view of Individual cameras		
c	Capture Image while remote playback		
<b><u>4. Other App features</u></b>			
a	Device Management		
b	Alarm Messages		
c	Configuration		
<b><u>J. Central Command Software</u></b>			
<b><u>Download Center</u></b>			
1	Health Monitoring of system		
2	Search the recordings by cameras		
3	Search the recordings by recording type		
4	Multi-channels recordings download		
5	Check the downloading tasks and status centrally		
6	Merge recordings of several channels as one record file		
<b><u>Smart VCA Function</u></b>			
1	Line crossing detection		
2	Intrusion Detection		
3	People counting		
4	Heat map		
<b><u>Smart Operation &amp; Maintenance</u></b>			
1	1 Step installation wizard		
2	Smart search & playback		
3	Smart maintenance tool		
<b><u>Smart Application</u></b>			
1	Interactive GIS map		
2	Smart parking management		
3	Smart retail business support		
<b><u>Centralized Management</u></b>			
1	Devices & Areas		
2	Recording Schedule		
3	Event and Alarm		
4	User and Role		
5	License and DB maintenance		
6	System Configuration		
<b><u>Business Intelligence Module</u></b>			
<b>A</b>	<b>Transaction Data Analysis</b>		
1	Transaction Report		
2	Commodity Sales Volume		
3	Top Selling		
<b>B</b>	<b>People Counting Analysis</b>		
1	Customer Distribution		
2	Customer Tendency		
3	Customer Gender Analysis		
4	Conversion Rate		
<b>C</b>	<b>Retail Traffic Analysis</b>		

1	Heat Map		
2	Hot Area		
<b>D</b>	<b>POS search</b>		
1	Search the detailed transaction information by transaction No, flagged record or transaction event.		
2	Search the detailed transaction information by setting the advanced search conditions.		
3	Play back the record files related to the transaction and view the detailed transaction information.		
4	Export the record files and transaction		

#### **Requirements-**

<b>SI No</b>	<b>Particulars</b>	<b>Compliance ( Yes / No )</b>
1	Check the health status of each branch CCTV System	
2	Check the status of each Camera (Working /Not working)	
3	Check the status of each NVR (Working /Not working)	
4	Providing footage for all Event Based Recording and logs	
5	two Way communication from CMS	
6	Alarm Monitoring and Sensor Control from CMS and Mobile APP	
7	Partition if required any	
8	Customized Configuration for every Sensor	
9	Hooter Control from CMS	
10	Check the status of each HDD (Recording /Not Recording)	
11	How Many Days Recording in HDD ( 90 days / 45 days or 30 days )	
12	How much TB full in HDD	
13	Check and update the correct Time zones in each NVR	
14	Publish the report to each concerned Authority	
15	Send notification to each stake holder on any fault over SMS, email & call and Mobile APP if required by Bank	
16	Maintain the Log/Record of Heath status	
17	Report to Be generated Daily/ Hourly / Weekly / Monthly / Quarterly / Yearly / Zone Wise / Sensor Wise / Alert Wise as per Bank Requirement	
18	Graphical Analytical Report - Area Wise ( Yes / No )	
19	Analytical tool for Bank for Taking Report ( Yes / No )	



Sl No.	Items	Bidder's Compliance (Yes / No)
1	On-Line Alarm Panel with TCP/IP communications over secure wireless VPN network.	
2	10 Hours battery backup for Alarm panel.	
3	Removal Sensor - ATM 1, ATM 2 or more (if available), UPS, CCTV 1 (Lobby), CCTV 2 (ATM Back Room), Speaker and MIC, AC blower 1 Removal Sensor - ATM 1, ATM 2 or more (if available), UPS, CCTV 1 (Lobby), CCTV 2 (ATM Back Room), Speaker and MIC, AC blower 1 & 2	
4	Vibration Sensor - ATM 1, ATM 2	
6	Chest Door Contact Sensor - ATM 1, ATM 2 or more (Silent Zone)	
7	Door Open Sensor - ATM Back Room.	
8	Panic / Duress Button	
9	Fire / Smoke Detector	
10	Alarm panel tamper & Alarm panel Enclosure Tamper	
11	The person entering the back room should enter a password within 30 seconds of opening of door of the backroom; else it will be treated as intrusion.	
12	ATM Chest door open should generate an alert if password is not entered within 30 seconds of opening of chest door.	
13	House Keeping Switch, Security Attendance Switch, CRA (Cash Replacement Agency) Attendance Switch (Silent Zone)	
14	Glass Break Detector	
15	Pet Immune Motion Sensor	
16	Power Input Sensor - Mains Input (ON / OFF) (Silent Zone)	
17	Power Output Sensor - UPS Output (ON / OFF) (Silent Zone)	
18	Siren 110dbs	
19	DVR - onsite 30 days Recording With Redundancy	
20	800 GB SATA Hard Disk for DVR	
21	Analogue IR Camera (Lobby & Back Room)	
	2 Nos Cameras resistant to masking attempts & 1 Hidden camera	
22	Speaker	
23	Microphone	
24	External Antenna for enhancing network signal	
25	SIM based router	
26	Scheduled locking of the main entry door to ATM lobby (For ATMs that are closed in the night)	