

Request for Proposal (RFP)

Empanelment of Vendors/Firms/Suppliers for supply & Maintenance of Security equipments in the Branches /Offices /ATMs of Union Bank of India under Azamgarh Region

Tender Reference: ROA:SEC:SRE:EMP:2022 dated 15-03-2022

Tender originating office address:-

Union Bank of India,
Regional Office,
328, Civil Lines
Azamgarh- 276001 UP

NOTE: This document contains 60 pages including this cover page

Disclaimer:

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process and in its entirety is subject to Copyright Laws. The information is provided to prospective bidders who intend to participate in tendering as per the terms and conditions mentioned in this tender document and any other terms and conditions related to such information. Bids are invited for empanelment under Azamgarh Region for SITC and CAMC of Security equipments for branches/offices/ATMs of the bank situated in Azamgarh District of Uttar Pradesh. This tender is neither an agreement, nor invitation to perform work of any kind to any party. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the bank with the selected Bidder. The purpose of this tender is to furnish requirements of the Bank to all interested parties for submitting their tender. While Bank has taken due care in the preparation of the information contained herein, it does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information contained in the blank tender documents / forms. The Bank is not responsible if no due diligence is performed by the Respondents.

Union Bank of India reserves the right to alter, amend, update or supplement the information reflected in this document or to change the process or procedure to be applied. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their tenders.

The Bank reserves the right to reject any or all tender applications without assigning any reasons whatsoever. The decision of the Bank shall be final, conclusive and binding on all the parties.

This notice is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to adherence of selection process and execution of appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from this process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the selected Bidder/s.

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Notice inviting tender:- Notice inviting request for proposal (RFP) for empanelment of Vendors /Firms /Suppliers for supply, Installation, testing, commissioning & Maintenance of CCTV Surveillance System, Burglar Alarm System, Fire Alarm system, Auto Dialer, Biometric Access Control System, Public address system & Time Lock system in Administrative Offices/Branches/Chests / ATMs of the bank under Azamgarh Region.

Union Bank of India, Azamgarh Regional office invites sealed quotation in two bid system (Technical bids + Commercial Bids) for empanelment of vendors/Firms/Suppliers for supply, installation, Testing, commissioning and Annual maintenance of Embedded stand alone DVR based CCTV Surveillance system, Burglar Alarm system, Fire Alarm system with Auto dialer, Biometric Access Control System & Time Lock system in Branches/offices/ATMs under Azamgarh Region on as and when required basis from the Reputed vendors having not less than 5 years of Experience in the product offered and fulfilling the Mandatory conditions/requirements mentioned in this tender document. Annual Maintenance will be awarded under Comprehensive Annual Maintenance Contract model and shall be applicable to all earlier installed systems too. Selected vendor has to keep all Security equipments operational all the time and have to rectify the defects reported within a time bound manner. The empanelment shall be for a period of three years based on the performance and it will be at the sole discretion of the Bank, unless terminated by the Bank by giving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation therefore.

Prospective bidders may download the RFP document from the Bank's website www.unionbankofindia.co.in or eprocure.gov.in. RFP Forms can be downloaded from bank's website and can be submitted along with the Techno-commercial Offer (two separate sealed envelopes for Technical Bid and Commercial Bid each) on payment of Rs 2500/- per bid (Non-Refundable) by way of Demand Draft/ Pay Order favoring Union Bank of India payable at Azamgarh

[A] Important Points:-

RFP Reference Number	RFP No: <u>ROA:SEC:SRE:EMP:2022</u> dated 15-03-2022
Date of commencement of issue of RFP	29/03/2022
Pre Bid Meeting	<p>12/04/2022 at 1500 Hrs</p> <p>All prospective bidders may avail this opportunity to interact with the tender committee and seek necessary clarifications with regards to this RFP.</p> <p>No representations would be entertained at any later stage from bidders due to misinterpretation/misunderstanding of clauses and decision of the tender committee would be binding on all the bidders.</p>

Last date for submission of RFP	21/04/2022 up to 1500 Hrs
Opening Of Technical Bid	21/04/2022 at 1530 Hrs (tenders will be opened in presence of contracting agencies). Two days time for sanitization of all received bids from date of submission.
Tender Fee	Rs.2,500/- in the form of Bank Draft/Banker's cheque in favor Union Bank of India, payable at Azamgarh.
Earnest Money Deposit	Rs. 2.00 Lacs (Rupees Two lakh only) in the form of Bank Draft/Banker's cheque in favor Union Bank of India, payable at Azamgarh.
Availability of RFP document	RFP will be available on our Bank website www.unionbankofindia.co.in and eprocure.gov.in from 29/03/2022 to 21/04/2022.
Last date of submission of any query / reporting any error	All queries for discussion in prebid meeting to be submitted before 11/04/2022 vide email only.
Date and Time of Financial bid Opening	Date and Time will be intimated by email to the qualified vendor after the Technical Evaluation of the Bids.
Venue for Prebid meeting/ submission / opening of bids	Union Bank of India, Regional office- Azamgarh, 328, Civil Lines Azamgarh-276001 UP
Contact person	Mr. Manoj Kumar sharma, Regional Security Officer Ph- 05462-297660 Email:- manoj.kumar.sharma@unionbankofindia.com dyrh.Azamgarh@unionbankofindia.com
Further Addendum/Corrigendum/Minutes of Prebid meeting shall be published on Bank's website only and no newspaper publication will be released. All interested vendors to monitor the bank website for any addendum/amendments related to this Request for Proposal. Bidder has to refer the same before final submission of the Tender.	
The Bank reserves the right to reject any / all applications without assigning any reason whatsoever	
In case of any unexpected interruption due to events beyond control of the procurement committee, the process will be continued on the subsequent working day at the scheduled time.	
All terms & conditions and format of documents/Annexure mentioned in this RFP are final and not open to any modification.	

Bidders are advised to read all terms and conditions carefully before submitting the proposal.
The Bidders /their representatives may be present at the time of opening of the Technical Bid Offers. No separate intimation will be sent in this regard to the suppliers for deputing their representatives. The Technical Bid offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present.
Refer Ministry of Finance, Department of Expenditure (Public procurement Division) notification dated 23 July 2020 regarding restrictions under Rule 144 (xi) of the General Financial Rules (GFRs), 2017, Bidders not found eligible will not be considered for empanelment.

[B] Precautionary directions for bidders:-

Bidders are requested to follow all protective measures against corona virus while coming for tendering process. Please ensure that:-

- 1. Any personnel diagnosed CORONA positive or having symptoms of sneezing, fever, cough, etc should not visit the bank for tender related works.*
- 2. Wearing masks is mandatory while attending Prebid meeting, submitting tender, opening tenders and any visit to bank/Regional office in connection with the tender.*
- 3. All bidders/their authorized representatives must follow Social distancing norms in true spirit and should have installed with Aarogya setu App on their mobile phones. Personal with high risk status on Aarogya setu app should not visit branch/office in connection with tender process.*
- 4. For proper sanitization purpose of the bids, date of opening of tenders is kept two days later than last date of submission of bids. However bidders are advised to submit their tenders well in advance so that the tenders are opened by the committee only after completion of natural sanitization process.*
- 5. Only one person per tender/firm will be allowed to participate in Pre bid meeting/Submission of Tender/Opening of tenders or any work related to tender. Bidders are requested to send not more than one person per bid for all activities related to tender.*
- 6. Bidders are requested to follow all other precautionary government guidelines on COVID 19 while visiting bank/Regional office in connection with the tender.*

[C] Important Definitions: - Following terms are used in the document interchangeably to mean:

1. Bank, BANK means "Union bank of India".
2. RO means Regional Office
3. RFP means this "Request for Proposal Documents"
4. Recipient, Respondent, Bidder, Vendor, means "Respondent to the RFP Document".
5. Tender means RFP response documents prepared by the Bidder and submitted to Union Bank of India.
6. SITC means Supply, Installation, Maintenance and Commissioning of the Equipment.
7. AMC means Annual Maintenance Contract
8. CAMC means Comprehensive Annual Maintenance Contract.
9. Security equipments means CCTV Surveillance system, Burglar Alarm system, Fire Alarm system with Auto Dialer, Biometric Access Control System and Time Lock.

1. SCOPE OF THE WORK

Union bank of India, a leading Nationalized Bank is operating its Regional Offices in District Azamgarh to control over approximately 102+05 branches located in Azamgarh district of Uttar Pradesh State. Bank wishes to empanel vendors for 3 years duration, who qualifies detailed terms and conditions mentioned in this document for following works:

- 1.1. SITC of new CCTV system, Burglar alarm system, Fire alarm system with auto dialer, Biometric access control system and time lock with required specifications on as and when required basis. All the existing branches are equipped with CCTV surveillance system, Burglar alarm system and Fire alarm system with auto dialers.
- 1.2. Detailed technical specifications of the Security equipments are mentioned in Annexure I.
- 1.3. Comprehensive Annual maintenance contract of new systems installed by the vendor after completion of mandatory warranty period.
- 1.4. Comprehensive Annual maintenance contract of all earlier installed security equipments in branches/offices/ATMs of the bank, irrespective of make, model, condition etc. to be maintained by the selected vendor. The comprehensive AMC covers all equipments, sub parts, camera, HDD, fire sensors, battery, DVR, monitor, all components cabling, wiring, controller, etc. Virtually the Vendor has to keep the systems in functional mode without charging anything extra to the Bank other than the comprehensive AMC charges agreed. The charges for the AMC will be paid 50% (1st. visit) on commencement of AMC and the remaining 50% on last visit of AMC period.
- 1.5. The systems shall be maintained in working conditions at all times during warranty / AMC period. Complaints received should be attended within 48 Hours of receipt of complaint - through whatsapp message, telephone, letter, e-mail, etc. Any delay in attending to the complaint within the stipulated time shall attract penalty. Generally, the routine works of the Bank are awarded/procurements are made as per Standardized rates decided after financial bidding process. However, the Bank has the right to award the work/procure supply from any of the empanelled agencies, depending on the exigencies of the work.

The vendor/s will be empanelled based on detailed criteria mentioned in the tender document. Bank at its discretion may open financial bids from empanelled vendors and may decide L1 rates after Price normalization/negotiation with L1 vendor. Based on final price achieved after the process, the selected vendors/s will be awarded rate contract for 1 year, which may be extendable up to 3 years based on satisfactory performance of the vendor and mutually agreed terms and conditions. The selected bidders will have to supply the equipment / provide the services at L-1 finalized rates.

2. DEFINITION OF REGION:

- 2.1. Azamgarh Region- Azamgarh Region consists of all Union bank of India branches Admin offices and ATMs located in the District of Azamgarh and herein after will be referred as Azamgarh Region.

3. SUBMISSION OF PROPOSAL

The Tender to be submitted in Two Sealed Envelopes as under:

- 3.1. Envelope I: To contain Complete Tender document with all the relevant information for all three equipments viz CCTV Surveillance system, Burglar alarm system, Fire alarm system with auto dialer. (Bio-data, General conditions, warranty clause, unpriced BOQ as per Part A, B and C of Annexure VI, detailed CAMC terms & conditions and compliance/technical Bid) EXCEPT, PRICE-BID - duly signed on each page along-with EMD & cost of the Tender Document in the form of DD/PO payable at Union bank of India, Azamgarh. The envelope should be super scribed with "Technical Bid for Security equipments". List of documents to be submitted in Technical bid is given in Annexure VIII. Envelope I will be opened as per the scheduled date and time in presence of Vendors/their authorized representatives. Tenders without Pay Order/ Demand Draft shall be summarily rejected.
- 3.2. Envelope II: Should contain Price Bid for CCTV Surveillance system, Security alarm system, Fire alarm system with auto dialer. Price Bid should be submitted as per format given in Annexure VI only and should be duly signed on each page by the authorized signatory. Separately sealed Price bids envelope should be super scribed with "Price Bid for Security equipments". Overwriting/corrections are not acceptable in Price bid, however if it is unavoidable, Corrections should be clearly marked and should be verified by cross signing by the Authorized signatory. Envelope II will be opened on a date (to be intimated later). For Biometric system, Public address system, Time lock devices the bids may be called from empanelled vendors on as and when required basis.
- 3.3. The above two envelopes to be put in one large Envelope III (Main envelope), sealed and submitted. Main envelope should be super scribed with name, contact number, email and other contact details of the vendor/firm.

The process of engagement and basic criteria which the Applicants should fulfill for engagement is given in subsequent paragraphs.

4. ELIGIBILITY CRITERIA FOR BIDDERS

The criterion's mentioned below would be applied for short listing/empanelment of firms/vendor/suppliers. The firms/vendor/suppliers must submit proof of documents along with tender. Vendor/suppliers not submitting proof documents and/or not conforming to any of these criteria will not qualify for empanelment/short listing or rate contract. The criteria are tabulated below along with proof documents to be submitted against each of the criteria for information and compliance:

S.No.	Eligibility Criteria	Proof Documents to be Submitted
1.	The vendor should be original equipment manufacturer or authorized channel partner /dealer/distributor of the company	<u>Ink signed copy of authorization letter from the OEM must be submitted in original.</u> The certificate so furnished should clearly mention the period for which such authorization is valid and firm name address and contact detail from where after sale service shall be provided to the bank. (In absence of the original certificate from the OEM the Service provider will be disqualified).
2.	The prospective vendor should be reputed in the concerned field with not less than five years (as on 01 Mar 2022) experience dealing in the products offered.	Self attested copy of Certificate of incorporation of the firm and authorization letter of dealership for continuous period of 5 years from the Original Equipment Manufacturer for the brand /make of product offered.
3.	<u>Good Product quality and Robustness:</u> All Products for which BIS standards exist should conform to those standards or should have test report by the regional electronic Test Development centers.	Self attested copy of BIS certificate(product for which the standard exist) or test report by Regional Electronic Test Development Centers (As applicable)
4.	Good after sales service: The vendor should have at least one of its own office and service center with Landline telephone connection, email and Whatsapp facility and adequate team of engineers & technicians functioning in state and an office in Distt Azamgarh/Varanasi or adjoining districts. The office should be manned during the office hours. The vendor should have sufficient workshop space and technical equipments for testing, repairing and maintenance of equipments.	Self attested copy of Registration Certificate of own office and service center under applicable Shop and Establishment Act under Uttar Pradesh state to be attached. Number of engineers/ technicians posted at the office in Azamgarh/Varanasi and nearby districts needs to be furnished on letter head of the firm.

5.	Vender/firm should have Income Tax/ PAN and should have filed valid IT return for last three years.	Self attested copies of pan card and Income tax return acknowledgement copy of last three years i.e. 2018-19,2019-20,-2020-21
6.	Vender should have registration for GST and should have been allotted with registration number	Self attested copy of valid Registration Certificate with GSTIN.
7.	The vendor should have audited Balance Sheet and Profit & Loss Account Statement for the past three financial years. The average turnover of the vendor in the last three years should not be less than Rs.1 crore for bidding in tenders.	Copies of audited balance sheet & profit and loss statement of last three financial years i.e. 2018-19,2019-20,-2020-21.
8.	Firm/Vender/Supplier should have earned profit during the last three years.	Same as above
9.	The Vendors should have valid Test report from the Regional Electronic Test Development centers and respective BIS certification for the equipments offered by them (as applicable).	Self attested copies or original Proof of ERTL/BIS if any has to be submitted)
10.	Firm/Vender/Supplier should have Registration under Shops & Establishments Act in state of Uttar Pradesh.	Self attested copy of Shops & Establishments Registration Certificate.
11.	The vendor should have minimum five years experience of work (for more than 50 branches for each bank) of similar nature in at least two Public/Private Sector Banks.	Self attested copy of empanelment letter, work order and work completion Certificate for installation of security equipments and AMC contracts of minimum 50 branches of each Public/Private Sector Banks.
12.	The proposed /offered security equipment should of an established brand and should be in the market from last five year.	The vendor to submit letter from OEM on its letter head to verify that the product is available in market for at least 5 years.
13.	Firm/Vender/Supplier shall not be owned or controlled by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956.	A certificate denying the ownership of Agency/Firm/Manufacturer/ Dealer by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm (On Firm/Vender/Supplier letter head).
14.	Firm/Vender/Supplier should not be blacklisted by any PSU/ PSB/ Financial Institution/ Govt. Organization or services terminated due to poor performance	An undertaking on Firm/Vender/Supplier letter head by the CEO or Director in this regard.
15.	Firm/Vender/Supplier should have	An undertaking on Firm/Vender/Supplier

	undertaking from OEMs for availability of products, its spares and accessories for next six years for the product offered.	letter head by the CEO or Director in this regard.
16.	Email /Whatsapp or telephonic call will be considered as valid means to report complaint and vendor is bound to attend the complaint within 48 hrs.	Copies of Landline Telephone Bill and mobile Bill registered on firm name.
17.	If the vendor is original equipment manufacturer of the proposed make (as per the RFP document) of the system or a subsidiary company of a manufacturer company for such system, proof for the same must be provided.	
18.	If the vendor is authorized supplier of the proposed make (as per the RFP document) of equipments, Preference will be given to the vendors having back-to-back agreement with each of the equipment Manufacturer, to give direct support for maintenance, spares and upgrades for a minimum period of 6 years (including warranty period).	
19.	Preference will be given to the vendor/s having Manufacturer's Authorization Form (MAF) in original with clear validity date. The copy of the same is to be attached with the documents.	
20.	All products/ equipment, the vendor proposed to supply in the Bank must be UL (Underwriters Laboratories Inc) / CE (Conformité Européenne ("European Conformity")) / BIS (Bureau of Indian Standard) certified. A proof of the same is required to be provided by the vendor	
21.	Preference will be given to the Manufacturer of the equipment having sound well documented Quality Framework. Applicant is permitted to submit a valid ISO certificate (ISO 9001:2008) (ISO14001:2004) or equivalent (not older than 01 year) for the Manufacturer in support of this clause, if any.	
22.	The proposed security equipment should be of an established brand and should be in market for the last 05 years (Proof to be submitted).	
23.	Product Literature: Technical Specifications/ Brochure of the product offered to be attached.	
24.	Vendor should provide reference site details as per annexure IV. Bank has all rights to ask confidential feedback report from mentioned reference sites through email/ letter. If no feedback is received from the clients within 30 days, it will be considered that the services of vendor were unsatisfactory. Thus it should be ensured that complete and correct contact numbers and email id of the clients be submitted. In case unsatisfactory/poor feedback of the vendor is received, the bid shall be summarily rejected.	
25.	The applicant should be able to supply and install the products for which engagement is sought by them. No subletting of the work is permissible.	
26.	The bid of company is liable to be rejected if any matter of dissatisfactory services/De-empanelment of the firm is being carried out by any of our peer offices of the bank.	

5. RESTRICTION UNDER RULE 144 (XI) OF THE GENERAL FINANCIAL RULES (GFRS) 2017

Refer Government of India, Ministry of Finance, Department of Financial services notification F. No. 7/86/2020/BOA-I dated 7.08.2020 and F. No.6/18/2019-PPD dated 23/07/2020, regarding restrictions on procurement from bidders from a country or countries, on ground of defence in India, or matters directly or indirectly related thereto including national security.

- 5.1. Any bidder from a country which shares a land border with India will be eligible to bid in the present tender process, if the bidder is registered with the Competent Authority. The Competent authority for the purpose of Registration under this order shall be the Registration Committee constituted by the Department for promotion of Industry and Internal trade (DPIIT) as per Notification F. No. 6/18/2019- PPD issued from Ministry of Finance, Department of Expenditure, Public Procurement Division.
- 5.2. The registration as per para 5.1 should be valid at the time of submission of bids and during entire empanelment period (3 years). If at any time during Contract period, the validity of the registration is found invalid, bank reserves all rights to cancel the contract/de-empanel the vendor.
- 5.3. Bidder from a Country which shares a land border with India, for the purpose of this order means:-
 - 5.3.1. An Entity incorporated, established or registered in such country; or
 - 5.3.2. A Subsidiary of an entity incorporated, established or registered in such country; or
 - 5.3.3. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - 5.3.4. An Indian (or other) agent of such an entity; or
 - 5.3.5. An entity whose beneficial owner is situated in such a country; or
 - 5.3.6. A natural person who is a citizen of such a country; or
 - 5.3.7. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- 5.4. Certificate regarding compliance: A certificate regarding compliance to above mentioned notification is to be attached with the technical Bids by the bidder. If such certificate given by a bidder whose bid is accepted is found false, this would be a ground for immediate termination and further legal action in according with law.
- 5.5. All existing/any future amendments in government guidelines in this regard will be binding on the bidders.

6. TENDER PROCESS

The process will be completed in following stages:-

6.1. Stage I

Interested parties shall submit their offers in sealed covers as per para 3. Envelope I (Technical bids) will be opened on scheduled date in presence of bidders/their authorized representatives. No separate communication for the same will be sent to bidders. Technical bids from bidders not accompanied with Demand Draft for cost of RFP and Demand Draft for EMD shall be summarily rejected except for vendors claiming exemption on Cost of RFP & EMD who are registered with MSE provided proof document for registration is submitted.

6.1.1. The registration with NSIC of vendors claiming exemption shall be verified with NSIC based on the proof documents and if found ineligible for such exemption, the bid of such vendors shall be summarily rejected.

6.1.2. Bids without EMD and cost of tender document will be summarily rejected. Envelope II shall be sealed in presence of bidders, to be opened on a future date, as decided by the bank.

6.2. Stage II

Bidders qualifying Stage-I shall be evaluated against the stipulated minimum eligibility criterion purely based on proof of documents submitted. Documents submitted along with the Tender shall be considered as final & conclusive proof, thus bidders are advised to submit complete documents. However, bank at its own discretion may ask proof of documents as and when it is required for technical evaluation.

6.2.1. A comparative chart capturing information on compliance of minimum eligibility criterion shall be prepared and evaluated as per submitted proof of documents.

6.2.2. Offers not complying or adhering with any of the minimum eligibility criterion or without relevant proof of documents will not qualify this stage.

6.3. Stage-III

6.3.1. Veracity of documents/facts of Bidders qualifying Stage-II will be further verified through site visits to the offices/service centre/tie-up arrangements of the bidders. Bidder/s should not have any objection to bank inspecting their manufacturing / R&D /other infrastructure or any office to verify documentary/other claims as per application process. Bank may also hold inquiries from past/existing clients of the applicant.

6.3.2. Confidential Feedback report from reference sites/ clients shall be evaluated.

6.3.3. A comparative chart shall be prepared to capture the details of verification carried out during site visit & feed back obtained from reference site.

6.3.4. Bidders with unsatisfactory feedback from reference sites or documents/facts not found in order on verification as per stipulated criterias applicable shall not qualify this stage.

6.4. Stage IV

6.4.1. **Demonstration of security equipments at Regional office Azamgarh as per date and time scheduled by the bank.** The product demonstrated should be the same (in terms of Brand/Make/Manufacturer/Technical Specifications as quoted in the Techno-commercial bid) for which bid has been submitted. In case the product fails to meet laid down technical specification / feature / not found as per specifications submitted in Technical bids, the bid will be rejected. Bidders are required to ensure that the product offered and demonstrated meets the minimum laid down specifications as per bank's requirements. Models with higher/better specifications will be considered, however bidders, who demonstrate lower specifications, will not be considered for next stage. Bidders are also required to ensure that financial bids should be submitted for the required equipment with mentioned specifications only. During demonstration, if the equipments are not found suitable as per bank's requirements, the bid shall not be considered for next level. Bank at its discretion may reject all or any model/system not found suitable to bank's requirement without assigning any reasons thereof.

6.4.2. The firm/Vendor/supplier, if awarded contract, is bound to supply only the security equipments of specific Brand/Make/Manufacturer which is demonstrated and shortlisted during the entire period of contract.

6.4.3. After the demonstration if the procurement committee requests for another demonstration in another/same premises to ensure the quality of the product, the firm/vendor/supplier shall provide the same without any additional charges.

6.4.4. Bidders qualifying this stage will be **empanelled for three years** under Azamgarh Region.

6.5. Stage-V

6.5.1. Price bids of only empanelled bidders shall be opened in presence of the empanelled bidders or their authorised representatives as per date and time decided by the bank. Bidders shall be informed through email to local office for participation in bidding process.

6.5.2. Price bids of bidders shall be evaluated and L1 price bid(s) shall be decided from the qualifying price bids.

6.5.3. A written offer shall be given to L2 bidder to match L1 price and a written confirmation for matching L1 price shall be obtained as per para 9.3 and 9.4.

6.5.4. Execution of service level contract, Allocation of work orders and handing over of the systems for Comprehensive Annual maintenance contract of Security equipments. New installation work orders shall be issued based on requirements from branches on, as and when required basis.

7. EARNEST MONEY DEPOSIT

Earnest Money Deposit of Rs. 2,00,000/- (Rupees Two Lakh only) per bid, in the form of a demand draft/pay order issued by a scheduled commercial bank other than clientele bank, favoring Union Bank of India, payable at Azamgarh must be submitted along with the Offer. EMD will be Rs. 2,00,000/- (Rupees Two Lakh only) per Bid, however tender Fees Rupees 2500/- (Two thousand five hundred only) per bid is to be submitted along with the offer. Offers not accompanied with Earnest Money Deposit and tender fees will not be accepted. EMD amount will be forfeited if, having been selected by the Bank for the job, the vendor refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned therein. No interest will be payable on the Earnest Money Deposit. The Earnest Money Deposit will be refunded to the unsuccessful Vendors. The Earnest money paid by the successful Vendors will be released only after finalization of Rate contract and submission of Performance bank guarantee. In case of bidders are registered with MSE, they are eligible for waiver as per Govt guidelines. However, they need to present valid MSE Certificate (original for verification) clearly mentioning that they are registered with MSE under single point registration scheme.

7.1. The Earnest Money Deposit will be forfeited if the vendor:-

- 7.1.1. Withdraws its bid during bid validity period.
- 7.1.2. Refuses to honor commercial bid. Bank reserves the right to place order onto vendor based on prices quoted by them.
- 7.1.3. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.
- 7.1.4. Refuses to submit performance bank guarantee on finalization of rate contract.

8. PERFORMANCE BANK GUARANTEE

Before entering into an agreement the selected vendor/s should submit performance Bank Guarantee of Rs. 3,00,000/- (Three Lakhs only) for rate contract of Security equipments, valid for 42 months period from the date of Rate contract, issued by a scheduled commercial bank other than Union Bank of India favoring Union Bank of India Azamgarh Region. Purchaser will have the right to make good the loss arising due to Vendor by invoking the performance bank Guarantee given by the bidder.

In case any Regional office of the bank sub divides into two Regions the firms may enter into contract with new Regional office of the bank after submission of separate bank guarantees in the existing terms and conditions. In such case if one Vendor does not submit bank guarantee for a period of subsequent duration within the time given by bank their share of contract will be justifiably divided among other vendors.

9. TERMS AND CONDITIONS

- 9.1. Tenders received after the expiry of the time & date notified for receiving tenders, will not be considered under any circumstances whatsoever. Delay in receipt of tenders due to postal/courier delay will not be considered by the bank under any circumstances, thus bidders are advised to submit their bids well in advance.
- 9.2. The firm quoting the tender should quote for all three equipments i.e. CCTV surveillance system, Burglar alarm system and Fire alarm system with Auto dialer. In order to ensure the economy of efforts, the Bank wishes to empanel common vendors for all three security equipments so that our branches should have one point solution for all Security equipments. The selection of common vendor will also be cost and time effective from vendor's point of view as travelling expenses incurred by the vendor in attending quarterly visits per equipment shall also be reduced.
- 9.3. Rate contract shall be done based on purchase rate of Unit equipment minus buy back price plus three year CAMC for all three equipments. The vendor quoting lowest rates shall be considered for rate contract; however Price normalization/negotiation shall be done with L1 vendor to get the genuine rates for all three equipments and AMC as per conditions mentioned in Commercial bid (Annexure VI).
- 9.4. The Bank reserves the right to distribute the work among the shortlisted firms keeping in view their relative strengths and operational convenience. Therefore, the work will be divided into two lowest quoting vendors at normalized L1 rates in a ratio of 60:40 provided L2 vendor is willing to work at L1 rates, terms and conditions. However in case of unwillingness by L1/L2 vendors, bank reserves all rights to select or reject and distribute the work in order of precedence to other vendors as per its own discretion.
- 9.5. If there is any change in organizational structure of Regional offices/ relocation of branches/ merger of branches etc. the distribution of the work will be decided by the competent authority of the bank.
- 9.6. If the application is made by a partnership firm, a certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application. If the application is made by a limited company, it shall be signed by a duly authorized person holding the power of attorney for signing the application in which case certified copies of the power of attorney and the certification of incorporation, Memorandum of Articles of Association shall accompany the application

- 9.7. Technical / Commercial details must be completely filled up. Corrections or alterations, if any should be authenticated. Every page of the submitted tender must have company seal & signed by the authorized person.
- 9.8. Bank reserves all the right to rate & shortlist the vendors based on their quality, quantity, period in business, infrastructure, supervision, locations, business, after sales, etc. etc.. The Bank reserves the right to empanel/shortlist top rated/scoring one or more vendors and have installations done at Banks' discretion. At any point of time if the services or equipment are found unsatisfactory, the contract with the Vendors shall be terminated at Banks' discretion and Bank has all the rights to award the contract to other empanelled vendors/other vendors if ready to accept the order at same rate, terms and conditions (L1 rate, terms and conditions). The offer shall be given subsequently to other vendors based on merit as per rates quoted by them and are willing to work at same rate, terms and conditions.
- 9.9. The Contractor shall pay and be responsible for payment of all taxes, duties, levies, royalties, fees or charges in respect of the works including but not limited to sales taxes, tax on works contract, GST, Excise duties and octroi, payable in respect of materials, equipment, plant and other things required for the Contract.
- 9.10. If a new Tax or Duty or Levy is imposed under as statute or law during the currency of the contract, the same may be reimbursed to the vendor if so deemed fit on documentary evidence.
- 9.11. The Tender price should be indicated both in words and figures. In case of any discrepancy, the rates indicated in words would prevail. In case vendor has not indicated the amount in words, the Bank reserves the right to reject the Bid.
- 9.12. The rates quoted should be for the complete supply & installation and should include charges for labour, Freight, material, overhead, duties, installation and other charges involved. GST and other taxes as per govt. norms shall be paid extra.
- 9.13. The rates will be frozen for 36 months; however bank reserves all rights to ask price quotations from all empanelled vendors at any time. The period of empanelment shall be for a period of three years in order to retain efficient services on most economical basis. Before the expiry of three years period, fresh empanelment shall be done through advertised tender process. In special cases, the empanelment period can be extended beyond three years for a specified period not exceeding one year for circumstances unforeseen.
- 9.14. No AMC charges will be paid during warranty period. However the selected vendor will have to render services (including mandatory 4 quarterly visits) to the branches during Warranty period where the equipment has been installed by them.
- 9.15. All Tenders in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.
- 9.16. This Tender Notice shall form part of the contract documents.

- 9.17. If the central office or any higher office of Union Bank of India conducts Pan India Rate contract, Regional office Azamgarh will have the right to cancel this Rate contract. In such case notice of one month will be served to the firm for termination of Rate contract and no other claims will be entertained.
- 9.18. If, information and details furnished by applicants are found to be false at any time in future or any information withheld, which comes to the notice of the Bank at a later date, the empanelment of such applicant will be cancelled immediately.
- 9.19. The Commercial Offer (CO) should contain relevant price information and the rates should be quoted in Indian Rupees only.
- 9.20. The offer from the supplier should be for approved make and model only. Complete system and its accessories/parts should be of the same make. The Bank reserves the right to reject any offer with multiple options.
- 9.21. All supporting documents in support of the necessary qualification criteria should be attached with the technical bid. Non submission of any required document, bank reserves all rights to out rightly reject the offer. Similarly it is also expected from the bidders that only required documents should be attached with the Technical bid. Unnecessary documents (as per tender document) or duplicity of documents should be avoided to keep the Bid compact and concise.
- 9.22. On Installation/Servicing, vendor/representative will explain the operation of equipment and clear operational doubts of employees of the bank.
- 9.23. CCTV surveillance system, Electronic alarm system and Fire alarm system with Auto dialer plays important role in Security of the branch and security cannot be compromised at any moment of time. Vendor shall maintain sufficient amount of stock of system, spares and accessories at all times to meet the urgent requirement of the system installation/AMC in branches. Any liability and financial/non financial loss arising due to non maintenance within stipulated time will be attributable to vendor and recovery if any will be made good, if required.
- 9.24. The place of delivery of Security Equipments will be communicated along with the Purchase Order. However, the Bank reserves the right to change location as per Bank's requirement, before delivery. The installation of the security equipments will be done as per requirement of the bank from time to time.
- 9.25. BANK reserves the right to accept/reject any or all application and to annul the engagement process and accept/reject all applications at any time prior to registration or any time after registration, without thereby incurring any liability to the affected applicants or any obligation to inform the affected applicants of the grounds for BANK's action.
- 9.26. The supplier shall not assign or sublet the work/its obligations to any other vendor, in whole or in part, to perform under the contract, except with the Purchaser's prior written consent.

- 9.27. The vendor shall not be allowed to sub contract works to any contractor from a country, which shares a land border with India unless such contractor is registered with the competent authority.
- 9.28. Vendor should ensure that the Spares for the product offered are available for at least 6 years from the day of installation of equipment. No obsolete equipment should be supplied to the bank.
- 9.29. The destination of delivery of Security Equipment will be communicated along with the Purchase Order; however, the Bank reserves the right to change location as per Bank's requirement, before delivery.
- 9.30. As per requirement of the Bank / Branch, if request is made by the Bank / Branch to the vendor for retrieving recording for a particular time period and preparing a CD/DVD/ PEN DRIVE/HDD of the same, the vendor would make arrangements to retrieve and provide such recording on CD/DVD/ PEN DRIVE/HDD within 24 Hours of the request made. The vendor will be paid by the Bank / Branch an amount as agreed upon through tender process for such retrieval, which will be over and above the AMC charges. The CD/DVD/ PEN DRIVE/HDD would be provided by the vendor for the purpose.
- 9.31. Upon merger/Closing of bank's branches, the existing systems of the merging/closing branch may be relocated in other branch as per bank's requirement and as per rates agreed upon through present tender process.
- 9.32. Selected vendor shall be liable to accept buy back of old system due to merger/closing of the branch. It is not mandatory that buy back of old system is accompanied with new installations. Bank reserves all rights to recover the agreed buyback amount from the selected vendor, if he refuses to pay for old system.
- 9.33. The vendor selected for rate contract must have to open an account with Union Bank of India in which all cash transaction with Bank will be routed. If the vendor does not have an account with the bank, the same is required to be opened within 07 days of awarding of work order, in the absence of which, bank reserves all rights to cancel the rate contract.
- 9.34. Review of the performance of the empanelled vendor will be done on yearly basis.

10. COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC):

- 10.1. In comprehensive AMC, the analysis of breakdowns/faults in the hardware and repairing/service is taken care of by the service provider. This includes spare parts replacement too. Apart from this, preventive maintenance is also to be done on quarterly basis. (At the first AMC visit within first month of contract awarded, report of all branch wise defects to be submitted to the regional security officer and if required, cost regarding replacement of parts will be paid by the bank only once)

- 10.2. Bank intends to give Comprehensive AMC for maintenance of Security equipments installed in branches/offices/ATMs under Azamgarh Region. While quoting rates, It should be ensured by the vendor that the rates quoted by them should be for comprehensive AMC as per Para 10.1. **No charges for Service/spare/hardware etc. shall be paid to the service provider during AMC term.** AMC for all three equipments shall be awarded to one vendor only to provide one point solution to the branches. This will reduce travelling cost to the Service provider too. The work shall be divided as per terms and conditions mentioned in para 9.4. Allotment of work shall be done based on division of branches in defined ratio.
- 10.3. At the discretion of the Bank, the comprehensive AMC and spares charges quoted and finalized of the shortlisted Vendor, shall apply to all OR few other earlier installed Security Systems (CCTV, Burglar alarm system and Fire alarm system with Autodialer, irrespective of Model and brand) in Branches & Offices and the Vendor shall provide AMC services to them as well, at the quoted rates and terms and conditions. The earlier installed Systems by other Vendors shall be taken over by the vendor in as it is and where it is condition.
- 10.4. Any defect reported to the vendor, whether in AMC or Warranty period is to be attended within 48 Hours from the lodging of Complaint and is to be rectified within a maximum period of 7 days from the date of lodging of complaint. In case the complaint is not being rectified within 3 days, alternate system (substitute) will be installed by the vendor (free of cost) for smooth functioning of security equipment.
- 10.5. Life of all security equipments are decided by the bank as per bank guidelines. However the equipment shall not be changed based on its life criterion only. If the equipment is working fine for more than specified period, the equipment shall be covered under AMC till the operational life of the equipment. The vendor will have to maintain the equipment supplied during its operational life cycle, including warranty period at the rates quoted for AMC in Commercial Offer.
- 10.6. E-mail, telephonic call, whatsapp message etc. to local office will be considered as valid mode of communication and all defects reported through either media shall be considered genuine. Escalation of defect to higher authority of the vendor for more than 3 times will be considered as Un-Satisfactory service.
- 10.7. No AMC charges will be paid during warranty period.
- 10.8. No charges other than Quarterly AMC charges will be paid to the vendor. It should be made clear that in case of any defect arising in system during warranty and AMC period, the defect is to be rectified free of cost by the vendor within the stipulated time. No charges for any spare/accessory/labour shall be paid except in case of defect arising due to Fire, short circuit or any natural mishappening.
- 10.9. Vendors to quote for comprehensive AMC understanding that it involves four quarterly visits per year for preventive maintenance and complaint visits for breakdown maintenance for which no separate charges would be admissible. Further, as part of comprehensive AMC, replacement of defective system/components with new systems/components as per technical specifications in this RFP needs to be undertaken on case to case basis irrespective of make/model/vintage of existing equipment in

branches/offices for which no separate charges would be admissible except in case of Force Majeure.

- 10.10.If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with brand new equipment of equivalent capacity or higher capacity, during warranty period AMC period. In such cases no labor charges will be admissible and book value (as per bank norms) of old Equipment will be deducted from the cost of new equipment. Such equipments will be treated as fresh installation and warranty and AMC clause will be applicable as brand new equipment.
- 10.11.If the Manufacturer/Authorized dealer is not able to rectify the system within a complaint period of 15 days, bank will have the right to replace the faulty equipment with any other empanelled vendor and make good the book value of the faulty system from the supplier of the faulty equipment by any means.
- 10.12.During AMC period the technicians should visit the branches quarterly during the year with a minimum gap of 75 days between each visit during bank working hours in addition to the emergency fault repair calls. The fault repair calls will not be treated as quarterly visits and such visits will be free of cost during AMC.
- 10.13.Quarterly visit report confirming that the equipment is working properly should be sent in duplicate to Regional Security officer and concerned Branch Manager separately. The vendor will maintain one register in which he will obtain the signature of branch manager certifying that the AMC visit has been carried out and the system is in working condition. This register is to be presented to regional security officer for updation & verification of data. Consolidated data regarding AMC of equipments should be produced before Regional Security officer, latest by 15th of succeeding month of AMC quarter
- 10.14.AMC Payment will be done by respective branch only. If the firm fails to attend quarterly visit it will be treated as a lapse in service by the vendor and AMC charge for that quarter will be forfeited. AMC charges of such lapsed quarters cannot be claimed afterwards.
- 10.15.During AMC visit the representative should provide backup free of cost in DVD or any other storage device provided by the bank, if required.
- 10.16.During AMC visit the representative should give a technical report of system which clearly reveals the present status/condition of the system.

11. TERMS OF IMPLEMENTATION

- 11.1. The vendor shall deliver, install and make it operational within 10 days from the date of receipt of Purchase order at the offices as per details of delivery locations to be provided with PO.

- 11.2. The vendor shall provide service support as and when required during the warranty period and thereafter, if required by the Bank.
- 11.3. On Installation/Servicing, vendor/representative will explain the operation of equipment and clear doubts of employees of the bank.
- 11.4. The total duration for supply, installation and commissioning of new equipment at branches/offices/ATMs should not exceed 15 days under any circumstances except Force Majeure or else the terms of Liquidated Damages (LD) will be applicable.
- 11.5. L1 for all equipments will be decided as per details mentioned in commercial bid. In case, bank offers L1 rate to other bidders (as per terms and conditions mentioned in Annexure VI) and award work orders, they are bound to supply equipment of higher specifications out of three vendors as demonstrated by L1/L2/L3 vendor to maintain homogeneity amongst systems installed in various branches/offices/ATMs.
- 11.6. AMC of the existing equipments may be awarded to the manufacturer/authorized dealer if they are in the empanelled list at the discretion of the tender committee. The firms/vendors are to quote for comprehensive AMC of CCTV, Fire Alarm system and Electronic Alarm System keeping in mind that the systems presently installed in various branches/offices are of different makes/models/vintage and the empanelled firms have to render comprehensive AMC of these systems also. No separate payment for components/spares/system would be admissible during the period of comprehensive AMC except in case of Force Majeure/Fire/theft or similar incidence beyond human control. The firm needs to undertake repair/replacement of defective systems/components/units within the ambit of comprehensive AMC and no demand for separate payment sighting the vintage of equipment or any other reason would be entertained at a later stage.
- 11.7. The technicians of empanelled vendor for AMC need to install a STAND-BY system in branches/offices/ATMs, if the system needs to be removed and taken to workshop/service centre for repairs/maintenance. The STAND-BY system needs to adhere to the specifications of equipment as listed in the RFP. The original system/systems removed from branches/offices/ATMs and taken to workshop for repair/maintenance are to be fitted back in respective branches/offices/ATMs within 30 days after repair or else the system needs to be replaced with new system adhering to the technical specifications given in the RFP. Such replacement of systems would be against the comprehensive AMC and no separate payment would be admissible except in case of Force Majeure. No transportation charges would be admissible for transporting the defective system to the service centre/workshop and back. The downtime of any of the systems viz. CCTV/EAS/FAS should not exceed 03 working days from the date of reporting of malfunction/defect.
- 11.8. Failure or refusal to offer the services/goods by the successful bidder at the price committed shall result in forfeiture of EMD/bank guarantee amount, which may be noted.
- 11.9. The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any vendor in the final short-list.

12. MINIMUM MAINTENANCE STANDARD REQUIRED

- 12.1. The vendor should ensure that the equipment reported faulty on any working day is set right within 72 hours of reporting the complaint and in no case, later than three working days of the bank. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide replacement of the same till the hardware is returned duly repaired without any additional charges.
- 12.2. During Warranty and also during AMC period (if under AMC with the same vendor), the vendor should provide support for various issues relating to Hardware and Software, if required, taking backup before formatting the DVR, configuring Cameras etc. without any additional cost, however DVD/CD/PEN DRIVE/HDD will be provided by the bank.
- 12.3. The vendor should respond within 24 hrs to request made by the branch to provide necessary data to police/court without any additional charges.
- 12.4. All complaints/service requests will be reported /conveyed through E-mail/Whatsapp message only.

13. PURCHASE THROUGH GEM PORTAL (GOVERNMENT E-MARKET)

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

14. VALIDITY OF OFFER AND PENAL CLAUSE & FALL CLAUSE

- 14.1. The offer will be valid for period of 180 days from the last date for submission of the offer.
- 14.2. The vendor shall complete the installation/work within 10 days from the date of the Purchase order at the branches/offices after receipt of order letter either by Mail/Email/Whatsapp message failing which 5 % of total work order penal charges per week from the work order subject to maximum of 20 % will be levied and deducted from the bill.
- 14.3. AMC to be done within 7 days of due date otherwise 5 % of AMC charges as penal charges per week from the AMC charges subject to maximum of 20 % will be deducted from entire bill.
- 14.4. Penalty Clause for non-Compliance of AMC: If the vendor fails to provide the AMC service for either of the quarter, a penalty of Rs.500/- per branch per quarter in

addition to deduction of concerned quarter charges will be imposed on the service provider.

- 14.5. If at any point of time, vendor is found to be supplying inferior material not confirming the prescribed technical specification and unsatisfactory services in terms of the provisions of the tender, Bank shall initiate steps for blacklisting of firm with information to all PSU Banks / RBI / IBA.
- 14.6. The vendor shall provide service support as and when required during the warranty period and thereafter, if required by the Bank, failing which a penalty of Rs 500/- per branch per occasion will be imposed on the vendor. The same will be deducted from bills payable or will be made good by invoking Performance bank guarantee/EMD held with the bank.
- 14.7. **FALL CLAUSE** - At any point of time if it is observed that the vendor is supplying to other financial institutions / firms similar material / services at lower rates than offered to Union bank of India, then the vendor shall have to compensate the Union Bank of India by paying the difference amount and downward revise the rate of respective item / services at the time of renewal of contract as applicable.

15. CRITERIA FOR APPLICATION REJECTION/ CANCELLATION OF REGULATION

- 15.1. Any effort by an applicant/ registered applicant to influence BANK's decisions on evaluation and registration process may result in rejection of application or cancellation of registration.
- 15.2. Applications submitted without cost of Application Documents (Rs 2500/-) or which do not confirm unconditional validity of the application as prescribed or submission of false/fake Application Documents or if the information provided by the applicant is found to be incorrect /misleading at any stage / time during the engagement process or thereafter.
- 15.3. Applications received by BANK after the last date and time prescribed for receipt of application or applications without signature of person (s) duly authorized on required pages of the application or applications without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the applicant shall be rejected.
- 15.4. **Malpractice / attempt to influence / Manipulation of rates i.e quoting lower rates as compared to the market / OEM rates, shall be viewed very seriously. If such a situation comes to the notice and/or there are reasons / circumstances for BANK to believe so, the concerned applicant will be called in to give justification of rates quoted by them to the committee. If they are not able to give a proper / satisfactory justification of their quoted rates, their engagement will be cancelled.**

- 15.5. If the System Integrator is found, subsequent to their registration and engagement, not complying with, any of the eligibility criteria.
- 15.6. If continuous poor performance has been observed from an applicant.
- 15.7. Any other grounds as decided by BANK management after due diligence.

16. GUARANTEES

The Security Systems including all components delivered to the Bank should be brand new. The supplier should also guarantee that all the software / components supplied by the supplier is licensed and legally obtained.

17. PATENTS RIGHTS

- 17.1. The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.
- 17.2. The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- 17.3. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees.
- 17.4. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- 17.5. The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) if any, provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

18. INDEMNITY

- 18.1. The successful bidder shall at its own expenses, indemnify, defend and hold harmless Union Bank of India and its officers, directors, employees, representatives, agents respective directors, and assigns from and against any losses and liability (including but not limited to liabilities, judgments, damages, losses, claims, costs and expenses, including attorney's fees and expenses that may be occurring due to, arising from or relating to:

- 18.1.1.a breach, non-performance or inadequate performance by the successful bidder of any of the terms, conditions, covenants, representations, undertakings, obligations or warranties under this Agreement ; or
 - 18.1.2.the acts, errors, representations, misrepresentations, willful misconduct or negligence of the successful bidder, its employees in performance of its obligations under this Agreement; or
 - 18.1.3.any deficiency in the services of the successful bidder or
 - 18.1.4.Violation of any applicable laws by the successful bidder, its agents, employees, representatives etc. Damage caused to bank's property/premises during transportation and installation which is also liable to be recovered from payment of bills.
- 18.2. In the event of the successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued by Union Bank of India ,Bank has right to recover the amounts due to it under this provision from any amount payable to the vendor under this project.
- 18.3. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this agreement.

19. TERMINATION

- 19.1. Bank shall have the option to terminate this RFP and / or any subsequent agreement and/or any particular order, in whole or in part by giving Vendor at least 30 days prior notice in writing. It is clarified that the Vendor shall not terminate this RFP & the subsequent Agreement for convenience.
- 19.2. This Tender and subsequent Agreement shall be deemed to have been terminated by either Party one day prior to the happening of the following events of default:
- 19.2.1. The other Party becomes unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
 - 19.2.2. A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the other Party and such appointment continues for a period of twenty one (21) days;
 - 19.2.3. The other Party is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation upon terms previously approved in writing by the other Party; or
 - 19.2.4. The other Party becomes the subject of a court order for its winding up.

- 19.3. The Bank, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part without prejudice to any other remedy for breach of Contract if the Vendor fails to deliver any or all of the Design, Goods, Works and Services, within the period(s) specified in the Contract or within any extension thereof granted by the Bank
- 19.4. Upon the termination or expiry of this Tender and subsequent Agreement the rights granted to Vendor shall immediately terminate.
- 19.5. In the event the Bank terminates the Contract in whole or in part, the Bank may, among other applicable remedies, procure Goods, Works or Services similar to those undelivered upon such terms and in such manner as it deems appropriate, and hold the Vendor liable to the Bank for any excess costs for such similar Goods, Works or Services. However, the Vendor shall continue to perform the Contract to the extent not terminated.
- 19.6. The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder.

20. LIABILITY

Vendor's aggregate liability under the contract shall apply to third party claims for bodily injury/electric shock (including death) and damage to real property (due to malfunction of equipment) and tangible personal property caused by vendor's gross negligence/lapse or due to below standard equipments used by vendor. Vendor shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipments under the agreement / purchase order.

21. WARRANTY

- 21.1. The offer must include comprehensive on-site warranty of preferably three years but not less than two years from the date of installation and commissioning of the equipments however there should not be any additional cost for the warranty period. NO AMC charge will be admissible in warranty period however quarterly service visit is mandatory during warranty period else AMC charge of that quarter or 2% cost of equipment whichever is higher will be deducted from vender by any means.
- 21.2. The offer must include comprehensive on-site warranty for batteries too from the date of installation and commissioning of the equipments however there should not be any additional cost for the warranty period.
- 21.3. Warranty should not become void if Bank buys any other supplemental hardware which is not discussed in this document from a third party and installs it with these

equipments. However, the warranty will not apply to such hardware items installed. The vendor is expected to ensure same maintenance standards clause.

- 21.4. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of equipment, accessories etc. covered by the offer. Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.

22. SIGNING OF CONTRACT

- 22.1. If Union Bank of India decides, then the successful bidder(s) shall be required to enter into a contract with the bank within 7 days of the award of the tender or within such extended period as may be specified by Union Bank of India, Regional Office, Azamgarh on the basis of the tender document, the tender of the successful bidder, the letter of acceptance and such 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 the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the form of contract.
- 22.2. In the absence of any formal contract, the copy of PO, the RFP document and other related documents will be treated as contract.

23. EVALUATION CRITERIA

23.1. Technical Bids (Offers):-

- 23.1.1. The Technical offer (TO) should be complete in all respects and contain all information asked for in this document. It should not contain any price information. However TO should confirm that all required rates have been quoted in Commercial Offer (CO), without showing the actual amounts in the TO. Any software(s) supplied either free of cost along with the system must be indicated separately and specifically.
- 23.1.2. Any software(s)/ component which are left out and may be required with the system must be indicated separately and specifically.
- 23.1.3. The information provided by the Bidders in response to this RFP will become the property of bank and will not be returned. Incomplete information in bid document may lead to non-consideration of the proposal.
- 23.1.4. The TO must be submitted in an organized, numbered **and an index of all attachments with total number of pages in the bid must be attached.**
- 23.1.5. In a structured manner (spiral binding will be appreciated). No brochures/leaflets etc. should be submitted in loose form. It should also be

ensured that unnecessary/irrelevant documents should not be submitted in Technical bid.

23.1.6. Bank at its discretion may reject the bid containing unnecessary documents/ more than 1 copies of same document.

23.1.7. Bank reserves the right to reject an offer under any of the following circumstances:

23.1.7.1. Document/RFP cost Rs 2500/- is not submitted.

23.1.7.2. Bid security (EMD) as applicable is not submitted.

23.1.7.3. Offer is incomplete and/or not accompanied by all stipulated documents.

23.1.7.4. Offer is not in conformity with the terms and conditions stipulated in this document.

23.1.7.5. Specifications stipulated in RFP are not met with. However, deviations resulting in higher/superior configuration will be accepted.

23.1.7.6. Commercial Offer is not submitted separately along with Technical Offer.

23.1.7.7. Commercial Offer format differs from actual Commercial Offer format.

23.1.7.8. Or violates any terms and conditions in the RFP document.

23.1.7.9. Or If found that the information provided in the offer is bogus/False.

23.1.7.10. Acceptance of Terms and Conditions as per Annexure-II and V are not submitted.

23.1.7.11. Declaration that the Firm is not blacklisted by any Govt. Authority or PSUs/PSBs duly signed by authorized signatory with company seal is not submitted.

23.1.8. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by written power of attorney to participate in the tender. Bids signed by representatives who don't have written power of attorney to participate in the tender shall be rejected. All pages of the bid including un-amended printed literature shall be initialed by the person or persons signing the Bid.

23.1.9. Self attested Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor should be submitted in Technical bid.

- 23.1.10. The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any vendor in the final short-list.
- 23.1.11. If required, normalization/negotiation of TO would be undertaken on the basis of technical evaluation, before opening the Commercial Offers.
- 23.1.12. No submissions for erasures or alteration will be entertained. However, if a bidder submits two bids the lowest quoted bid accompanied by document fee and EMD will be considered and the EMD of both bids will be released after finalization of Rate contract as per conditions mentioned in this document
- 23.2. Commercial Bids: Commercial bids of only technically qualified short listed bidders will be opened. Bank's evaluation of the commercial bids will take into account the status of compliance of terms and conditions.
- 23.2.1. Price-Bids: To include TOTAL & COMPLETE cost of Supply, Installation, Commissioning & Training of one unit each of the 4 or 8 or 16 channel DVR based CCTV surveillance system/Electronic alarm system/ Fire alarm system with Auto dialer with Specified equipments viz. DVR, Monitor, Mouse, Dome Cameras (as per Annexure VI), Wiring/Cabling, specified Software, etc., etc. including any other Charges & Taxes, less Buy back amount for the DVR, Camera and Monitor/Electronic alarm system/ Fire Alarm system with / without Auto Dialer.
- 23.2.2. Loading of Comprehensive AMC Charges for evaluation: If comprehensive AMC charges lesser than 4 % of total Package cost is quoted by the vendor, 4 % of total package cost will be considered for price comparison in selection of L1 vendor in Price Bid evaluation. If more than 4% of the package cost is quoted by the vendor, the quoted comprehensive AMC charges will be considered for Price comparison.
- 23.2.3. The Price-Bids of only those Vendors shall be opened whose Hardware & Software specifications & details match and conform to our minimum complete tender requirements and qualify in the demonstration, resolution (required/best quality), backup, etc.
- 23.2.4. AMC charges quoted shall apply to all other previous installed systems as per para 9.
- 23.2.5. Less nos. of cameras/Accessories/system installed: If number/s of Dome cameras/accessories (Specified) to be installed are reduced the relevant quoted cost of camera/accessories, as per 'Price-List of Accessories' (submitted) would be reduced from the total quoted price and accordingly charged. Wiring will be charged on actual usage only and will be reduced /added in package.
- 23.2.6. Accessories are also to be quoted and should strictly conform to the given technical specifications, wherever applicable. The quoted rates of accessories should be comparable to the quoted rates for the system. The vendor should quote price of each and every item which forms part of the system and can be used at any point of time. If at any point of time during contract and AMC period,

the vendor claims that if any accessory is required to be installed/ replaced with the system, which is not part of Price bid, the said item will be provided by the vendor free of cost; else the vendor will install complete new system in place of defective one at their cost.

23.2.7. While quoting commercial bid, it should be ensured that the price of accessories/spares quoted should match the Package cost. If it is observed that the cost of spares/accessories does not matches to the cost of complete package, the package cost will be reevaluated based on individual price of spares/accessories and the reevaluated cost shall be considered for price comparison.

23.2.8. The accessories of items shall not form criteria for short-listing, however, negotiable.

23.2.9. The Bank reserves the right to accept / reject the lower or any or all tender received without assigning any reasons thereof.

24. INSURANCE

The supplier should get the hardware items insured for a period of 6 months from the date of delivery in the name of the Bank at no extra cost. The insurance shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective branches covering all risks.

25. GUIDELINES FOR THE OEM

- 25.1. OEM should have online dedicated support center available and during working hours and a fully equipped repair and maintenance office in India. Document details to be submitted for the same for verification.
- 25.2. Documents of Manufacturing license/ Excise Registration of the OEM factory need to be submitted for verification.
- 25.3. Product Certification copies to be attached as per the specifications.
- 25.4. To evaluate the offered solution/products, Proof of concept (POC) will be conducted by technical committee. POC date(s) will be intimated separately after evaluation of Technical bids of prospective bidders.
- 25.5. Vendor will be responsible for non-genuine products. Audit for Banks whether actual material is provided or not needs to be done by OEM, as and when required by Bank, without any additional cost, as a service support to Bank.
- 25.6. OEM to have presence in India since Last 6 years.
- 25.7. OEM will have the responsibility to provide system support/technical support for at least 6 years to all empanelled vendors of the banks to keep the system operational in case of change in vendor/s. An undertaking in this regard to be submitted by the OEM on letter head along with the Technical bid.

26. FORCE MAJEURE

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

27. GOVERNING LAW AND DISPUTES

- 27.1. The provisions of this tender shall always be subject to government notifications, any rules/ guidelines that may be in force from time to time.
- 27.2. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these tender documents or breach thereof shall be settled amicably. However, if the parties are not able to solve them amicably, the same shall be referred to the sole arbitrator mutually agreed by the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliations Act, 1996 (26 of 1996) or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The award of the arbitrator shall be final and binding on the parties. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.
- 27.3. During the arbitration proceedings the vendor shall continue to work under the contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
- 27.4. The venue of the arbitration shall be Regional office Azamgarh.

28. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. The bank will have right to opt for any new technology optimum for the banks usage.

29. PAYMENT TERMS

No advance amount will be paid to Vendor. Payment will be released by respective offices/branches only against completion of work and submission of satisfactory installation certificate.

30. TOTAL SECURITY DEPOSIT

At the discretion of the bank, the vendor has to submit Security deposit for each installation as follows:-

- 30.1. For 10 or more systems:- Vendor shall deposit with each Regional office at the time of receipt of work order and would be 10 % of the total cost.
- 30.2. Less than 10 systems:- Each branch shall deduct at their end and would be 10 % of total cost. It shall be kept for the warranty period of 24 months.

31. COVENANTS OF THE SUCCESSFUL BIDDER

- 31.1. The successful bidder shall deploy and engage suitably experienced and competent personnel as may reasonably be required for the performance of the services. During the currency of project , the successful bidder shall not substitute the key staff identified for the services
- 31.2. The successful bidder shall forthwith withdraw or bar any of its employee/s from the provision of the services if, in the opinion of BANK:
 - 31.2.1. The quality of services rendered by the said employee is not in accordance with the quality specifications stipulated by BANK; or
 - 31.2.2. The engagement or provision of the services by any particular employee is prejudicial to the interests of BANK.
- 31.3. All employees engaged by the successful bidder shall be in sole employment of the successful bidder and the successful bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall BANK be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.
- 31.4. The successful bidder:-
 - 31.4.1. Shall be responsible for all negotiations with personnel relating to salaries and benefits, and shall be responsible for assessments and monitoring of performance and for all disciplinary matters.

- 31.4.2. Shall not knowingly engage any person with a criminal record/conviction and shall bar any such person from participating directly or indirectly in the provision of services under this Agreement.
- 31.4.3. Shall at all times use all reasonable efforts to maintain discipline and good order amongst its personnel.
- 31.4.4. Shall not exercise any lien on any of the assets, documents, instruments or material belonging to BANK and in the custody of the Service Provider for any amount due or claimed to be due by the Service Provider from BANK.
- 31.4.5. Shall regularly provide updates to BANK with respect to the provision of the services and shall meet with the personnel designated by BANK to discuss and review its performance at such intervals as may be agreed between the Parties.
- 31.4.6. Shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees, sub-contractors and agents (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act) and shall establish and maintain all proper records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.
- 31.4.7. Shall not violate any proprietary and intellectual property rights of BANK or any third party, including without limitation, confidential relationships, patent, trade secrets, copyright and any other proprietary rights in course of providing services hereunder.
- 31.4.8. Shall ensure that the quality and standards of materials and services to be delivered or rendered hereunder will be of the kind, quality and timeliness as designated by the BANK and communicated to the Service Provider from time to time.
- 31.4.9. Shall not work in a manner which, in the reasonable opinion of BANK, may be detrimental to the interests of BANK and which may adversely affect the role, duties, functions and obligations of the successful bidder as contemplated by this RFP.
- 31.4.10. Shall be liable to BANK for any and all losses of any nature whatsoever arisen directly or indirectly by negligence, dishonest, criminal or fraudulent act of any of the representatives and employees of the successful bidder while providing the services to the BANK.
- 31.4.11. Shall itself perform the obligations under this RFP and shall not assign, transfer or sub-contract any of its rights and obligations under this Agreement except with prior written permission of BANK.

Regional Head

TECHNICAL REQUIREMENTS

- A. **Product Certification**: The products of the bidder should have certification, as the case may be, of quality given by the Bureau of Indian Standards BIS, UL, FCC, CE and tested at Electronic Regional Test Laboratory or any other industry recognized certification as applicable and acceptable to bank. Preference shall be given to products having security certification. The products should be based on latest technology for the specific requirement.
- B. **OEM Certificate**: The applicant should have OEM certificate along with confirmation that they would supply spare parts for the quoted model for minimum next 6 years from the date of installation. OEM letter to be in Original and no photocopy or colored Xerox will be acceptable (In absence of the original certificate from the OEM the Service provider will be disqualified).
- C. **Branded products**: Only branded products with at least 5 years of presence in market and having Service centers across Uttar Pradesh state will be preferred over dominion products. Widely available products with proper service support will be an advantage to the bank as the same can be repaired /maintained easily and thus branded products will be given priority. Proprietary articles with limited service support will not be considered for bidding.
- D. The tender committee at its discretion after demonstration process will finalize the brand/make/model of security equipments to be installed in branches to maintain homogeneity of the equipments and the decision of tender committee in this regard would be final and binding on all bidders. No complaint/representation in this regard will be entertained under any circumstances.
- E. Price bids may be called again as per the brand and model finalized. Tender committee at its discretion may ask for resubmission of price bids if large disparity of price in comparison to other bidders/market price is observed in financial bidding.

BURGLAR ALARM SYSTEM

1	System should have provision of arming/disarming through sensor based/ Remote operation in addition to manual operation. System with provision of automatic/programmed arming/ disarming at specified date and time will also be considered.
2	The control panel shall provide the ability to Auto Arm and Disarm different Areas at Pre Programmed time on selected days. In addition to Auto Arming/Disarming the panel should have provision for Manual Arming/Disarming. The control shall provide the ability to program the time delays required for different functions according to the site requirements. Manual arming/disarming should be user friendly and should not be key based operation.
3	Should have day mode with provision for 8 or more panic switches.
4	Should have night mode with provision for Passive infrared sensor, Vibration (motion) detectors, magnetic sensors and other sensors used for anti-burglary measures.

5.	Should have programmable time delay of alarm activation in day mode and night mode. Provision of different time delays for day mode and night mode.
6.	2 Hooter (the sound of alarm should be clearly audible up to 500 meters (with at least 110 dB volume) and one in-built hooter.
7.	Burglar Alarm should be tamper proof. There should be provision of alarm activation in case if tempering or wire disconnection for Panic switches or Sensors or Hooters or any other connected accessory of the system.
8.	Test report by the Regional Electronic Test Development Centers or BIS certification is mandatory wherever applicable.
9.	Control Panel should be compatible with all types of standard sensors and panic switches available in the market.
10.	The system should be user friendly and should be easy to operate.
11.	Burglar alarm system should be compatible to be integrated with Auto dialer if desired.
12.	Programming menu should be user password protected for safety.
13.	Panel should have in built battery for battery backup in case of mains power failure along with battery charger with over charging and deep discharging protection.
14.	The system should work on quad linear technology and Cross zoning/double knocking feature to avoid false alarm activation.
15.	The System should be pet immune with immunity against Rats/Lizards/cats.
16.	System with provision to connect wireless sensors shall be preferred over conventional system.
17.	The system should have programmable silence feature to silence the Hooter/Siren after given time.
18.	The system should have inbuilt SMPS circuit to prevent false alarming against any voltage Fluctuations and Voltage transients.
19.	System Should have provision to record minimum 100 event log to keep track of all events and Authority levels. The logs should be accessed from system panel only and no additional hardware should be required for accessing the log.
20.	The Burglar Alarm panel should have the capability to connect to software based alarm receiver interface. The alarm system should be capable of being integrated with third party monitoring software/CMS system.
21.	Option to add wireless module having provision for Cordless Switch to activate the alarm system
22.	In the event of any zone getting faulty or switch getting isolated, it should give indication on the LCD display and the system to remain functional.
23.	Auto Reset feature after activation - 05 minutes (Day & Night Mode)
24.	At least 4 zone should be present to cater for day mode and night modes separately.
25.	System should have provision of force arming in night mode in which faulty zone can be bypassed and system should activate with remaining working zones. In such case the display should indicate details of faulty zone.
26.	System should have provision for factory reset settings using passcode.
27.	Test report by the Regional Electronic Test Development Centers or BIS certification is mandatory for Electronic alarm System. The panel and detectors should have approvals /listing of BIS/UI/LPCB/FM/VDS.

FIRE ALARM SYSTEMS

1	4 zone Master Control Panel and repeater control panel as per latest IS specifications (IS 2189-2008) with separate GSM/PSTN Auto Dialer (as per requirement) (with facility to dial at least 5 telephone no's each and voice message of at least 20 seconds), Hooter (the sound of alarm should be clearly audible up to 500 meters), zone indicator and Rechargeable battery backup.
2	Test report by the Regional Electronic Test Development Centers or BIS certification is mandatory for Electronic fire alarm System. The panel and detectors should have approvals /listing of BIS/UI/LPCB/FM/VDS.
3	On activation it should initiate Audio alarm (The sound characteristic of the alarm should be continuous and similar throughout the protected premises) as well as visual signal on sector/zonal panel of the control panel.
4	Alarm activation by Flame detectors, Ionization Smoke Detector (ISD), Optical Smoke Detector (OSD), Heat Detector and other compatible sensors with provision of Response Indicator (RI), Manual Call Point with break glass arrangement (MCP) etc. All the smoke detectors shall conform to latest IS specifications and shall be compatible with conventional fire alarm system/panel.
5	All the wiring should be done using Fire proof Armored wiring/cables.
6	Panel should be compatible with all type of standard conventional detectors.
7	The control panel should have Test facility, ON - OFF indicators, acknowledge button, where required cancel/reset/isolation button, related fuses.
8	It should have a manual OFF switch for manual operation in case of continuous fault alarm.
9	Sounder should be silenced by Acknowledge /Silence button.
10	All LED can be checked at once with Lamp test button.
11	Panel should have LED/LCD display for status of the system
12	The system should have provision to Reset the complete system from Control Panel.
13	The Panel should be easy to operate. Auto dialer should be easy to operate for updating the contact numbers.
14	Panel should have the feature of Master reset of settings, and should be password protected.
15	Panel should have feature of continuous uninterrupted power supply in case of External Power supply failure. The battery backup with built battery charger for not less than 10-12 hours normal working.
16	The system should be provided inbuilt with SMPS with spike/Transient reduction circuit, to avoid any False alarming in case of transient/abrupt Voltage fluctuations.
17	System should have double knocking feature so that system can activate alarm only when system get alert twice in period of 3-5 secs to avoid false alarming.
18	In built GSM/PSTN Auto dialer as per requirement with facility to dial at least 5 telephone/Mobile Nos. each and voice message of at least 20 secs.
19	System Should have provision to record minimum 50 event log to keep track of all events and Authority levels. The logs should be accessed from system panel only and no additional hardware should be required for accessing the log.
23	The panel should have test certificate with details like model no., Serial No., Zones, etc.
24	All the wiring shall be by means of 2 core 1.5 sq. mm copper conductor FRLS armoured and shielded copper cable.

CCTV

EMBEDDED (STANDALONE) DVR (4/8/16 CHANNEL): SPECIFICATIONS

1.	Operating system	-	Embedded RTOS/Linux/windows
2.	CPU	-	32 bit DSP or more powerful
3.	Minimum Internal HDD for Video Recording	-	4 channel DVR- 8 TB 8 Channel DVR- 16 TB 16 Channel DVR- 32 TB
4.	Video surveillance Hard disk	-	Surveillance grade DVR HDD
5.	Ports	-	2 SATA ports for 4 channel DVR, 8 SATA ports for 8/16 channel DVRs, Each SATA port should support 8 TB HDD. Two USB 3.0 ports (spare for external devices in addition to port for mouse)
6.	Video Input	-	4 Channel (only for ATMs) or 8 Channel or 16 Channel PAL (NTSC to PAL Conversion not acceptable)
7.	Display speed	-	100 fps for 4 channel (only for ATMs) (25 fps for each channel) or more, 200 fps for 8 Channel (25 fps for each channel) or more, 400 fps for 16 channels (25 fps for each channel) or more.
8.	Compression method	-	Advanced Video Coding (AVC) H.264/MPEG4 part 10 or more
9.	Display split screen (Screen mode)	-	1,4 for 4 channel, 1,9 for 8 Channel & 1,16 for 16 channel
10.	Recording Resolution	-	1080P (1920P X 1080P) Full HD or more
11.	Recording speed	-	25 Fps at 1080P for each channel at flexible frame rate option.
12.	Independent Recording setting Per channel	-	Continuous, motion detection, sensor activated, flexible date /time daily Schedule.
13.	Water marking	-	Support law enforcement grade video authentication. Watermarking should be verifiable through player software or proprietary software which shall be provided free of any charges.
14.	Monitoring	-	4 channel or 8 channel or 16 channel real time monitoring Single mode & Quad/3x3/4x4 mode Sequential switching mode Switching out monitoring
15.	Searching/Playback	-	Date & Time based 1 channel searching and all channel simultaneous searching. Replay up to 25 fps in each channel and

			simultaneous playback of all channels.
16.	Motion Detection	-	Should support motion detection/Area Demarcation setting per camera.
17.	Back Up facility	-	External portable HDD/CD-RW/DVD/Pen drive/memory card through USB port. Player software to play back recorded video should automatically be loaded on to the external back up media so that it can be played back on any pc directly. Capability to automatically upload recorded data at a pre-determined time to bank's own/leased Private Cloud infrastructure.
18.	User Interface	-	On screen Graphic User Interface (GUI)
19.	System recovery after power failure	-	Auto Rebooting
20.	Operation for setting and searching	-	User friendly
21.	Multiple Functionality	-	Should support pentaflex functions to perform all DVR functions at the same time, i.e. record, view/playback/network (view remotely), administrative and backup. Client software for remote view shall be provided free of any charge if required.
22.	Compatibility	-	Should support all types of cameras.
23.	Certifications	-	CE or FCC or UL certification

HD COLOUR DOME/BULLET/IP CAMERA (FIXED/VARI-FOCAL): SPECIFICATION

1	Camera Type	Colour infrared HD Dome cameras or Bullet cameras/ IP cameras (i.e., colour cameras that switch to black and white (IR mode) automatically at night with wide range dynamic (WDR) function
2	Image sensor	1/3" High sensitive CCD/progressive scan CMOS
3	Signal Format	PAL
4	Effective Pixels	2 MP (1920PX1080P) full HD or more
5	Infrared LED coverage range	Night vision not less than 10 meters.
6	Minimum Illumination (LUX)	0.01 LUX @ (1.2 F, AGC ON) without IR & 0 LUX with IR ON
7	S/N Ratio	50 db or more
8	Lens	3.6mm for fixed focal cameras 2.8 mm to 12 mm for Vari-focal cameras
9	weather proof quality for outdoor cameras	Outdoor weather proofing of IP 66 rating or more
10	Vandal proof quality for outdoor cameras	Vandal proofing of IK-10 rating or more
11	Wide Dynamic Range (WDR)	True WDR with adjustable range (0 dB- 120 dB) digital WDR (DWDR) not acceptable
12	Operating temperature	From -10 degree to +55 degree Celsius
13	Certification	FCC/CE/UL

HD COLOUR PIN HOLE/HIDDEN CAMERA: SPECIFICATIONS

1	Camera Type	HD Resolution Pinhole/Hidden Cameras
2	Image sensor	1/3" High sensitive CCD
3	Signal Format	PAL
4	Effective Pixels	752 X 582 with 700 TVL Resolution
5	Minimum Illumination (LUX)	0.01 LUX @ (1.2 F, AGC ON)
6	S/N Ratio	50DB or more
7	Lens	2.8 mm for fixed focal cameras
8	Wide Dynamic Range (WDR)	Should support WDR
9	Operating temperature	From -10 degree to +55 degree Celsius
10	Certification	FCC/CE/UL

- IP camera should support at least of 256 MB of memory card compatible with IP camera

MONITOR: SPECIFICATIONS

1.	Monitor Type	-	LED Monitor supporting full HD (1080P)
2.	Size	-	21" screen or more for 4/8 channel DVR 26" screen or more for 16 channel DVR
3.	Operating temperature	-	From -10 degree to +55 degree Celsius
4.	Certification	-	FCC/CE/UL

4.1.1. CABLES: SPECIFICATIONS

1.	For HD Camera	-	RG-6 Co-axial cable with ISI marking
2.	For Power	-	2 Core/36 Power Unarmored cable with ISI marking
3.	Cable Laying	-	In ISI marked PVC Conduit pipes

ATM DVR

4 channel ATM DVR with inbuilt monitor with all above mentioned specifications for cameras and DVR shall be considered.

Other Requirements

- Wide Dynamic Range: - The indoor camera facing intense back ground light behind the subject as in case of the camera focusing towards open doors/windows should support

wide Dynamic range (WDR) function to filter out the bright backlight and to provide clear images even under backlight circumstances.

- b) Bids will be rejected if their commercial bid fails to fulfill the minimum technical requirement given.
- c) If technical specification given anywhere in this document contradicts the above specification then higher specification whichever is, will prevail. The vendors/manufacturers submitting their bid against this RFP are to ensure mandatory presence of OEM technical representatives during demonstration of equipment being offered.

Annexure - II

LETTER OF UNDERTAKING ON COMPANY LETTER HEAD

To

*The Regional Head,
Union Bank of India
328, Civil lines, Azamgarh-276001 UP*

DECLARATION

1. I / We have read the instructions appended to the proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Union Bank of India, on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.
2. I / We agree that the decision of Union Bank of India in selection of Vendors will be final and binding to me / us.
3. All the information furnished by me hereunder is correct to the best of my knowledge and belief.
4. I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
5. I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.
6. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).
7. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.
8. That I/We
name of Director/ all Partners are not convicted or facing any criminal proceedings in Court/competent authority under Law of the land.
9. I/We hereby certify that we are not Black listed/Debarred from any other Firm.
10. **I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. (Please mention, if the bidder is registered with the competent authority as per para 5.1)**

11. All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.
12. We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you.

Place :

Date :

SIGNATURE

NAME & DESIGNATION

SEAL OF ORGANISATION

Annexure III

BIO - DATA OF VENDOR / FIRM

1. a) Name of the Firm :
b) Address :
c) Telephone Nos. :
Office :
Residence :
Mobile :
Fax :
E-Mail :
2. a) Whether Proprietary/Partnership/ Pvt. Ltd.:
/ Public Ltd. (Certificate of Registration /
Partnership Deed to be enclosed)
b) Name of the Proprietor, Partners, Directors:
i)
ii)
c) Year of establishment :
3. a) Registration with Tax authorities at Head Office Location
I. Income, Service-Tax (PAN) No. :
II. Service Tax no. :
III. EPF Regn. No. :
IV. ESI Regn. No. :
V. GSTIN No. :
(Enclose self attested copies)
b) Registration with Tax Authorities in Uttar Pradesh:
I. GSTIN No.
II. Service Tax No.
III. GST NO
IV. Any other
(Enclose self attested copies)
c) Address, Cell./Tel. Nos. of Offices/Branches in Azamgarh/ Varanasi Region, and Nos.
of Employees, Name, Qualification, Designation, posted at each locations:

Name, Address & Tel. / Cel. Nos. of Centers	Nos. of Employees at each Center	Names of Employees	Qualification	Designation

4. Names of the Bankers with address & telephone numbers :
5. Furnish copies of Audited Balance Sheet & Profit & Loss A/C for: Enclosed / Not enclosed

Latest 3 years (Enclose self attested copies)

6. Empanelled with Govt. / Public Sector / Banks (attach self certified copies of empanelment letter/work order)

Name of the Organization	Year since empanelled	For equipment (CCTV, Fire alarm system, Burglar alarm system)	Whether AMC/Maintenance

7. Give details if involved at present in litigation in similar type of contracts :

Sr. No.	Name of Project	Name of Employer	Nature of work	Work Order dated	Date of completion of work	Value Rs.

8. Details of civil suit, if any, that arose during execution of contract in the past 10 years :

9. Specify maximum value of single value project executed during the last three years :

10. Name & relation, if any, with any staff member of Union Bank of India :

11. Details of Total Work Executed during the last 5 years :

Type of work	Name of Client	Nature of work (in brief)	Location	Value Rs.	Duration of work with dt. Commence, Completion	If work left incomplete or terminated, give reasons

Self attested copies of Work Orders/Client Certificate, TDS certificate, satisfactory Completion Certificate from Clients are to be attached.

12. Details of work, ON HAND (copies of Performance Certificate, Work Orders/ Client Certificate, Banks (preferably), Govt., Semi-Govt. Bodies to be enclosed.

Type of work	Name of Client	Contact Numbers of Officer with Designation for Feedback	Nature of work (in brief)	Location	Value Rs.	Duration of work, stipulated time	Present stage of work

13. LIST OF NAME/S OF PROPRIETOR / PARTNERS & EMPLOYEES responsible for Uttar Pradesh.:

Name	Qualification	Experience	Particulars of work done	Employed in your Firm since	Value of work done

14. Whether the firm is ISO certified. :

15. Customer Reference/Certificate from minimum two Banks (Preferably PSU) - on Installation, Quality of After-Sales/AMC Services, etc. with Name, Address, Tel./Cel. Nos., etc. strictly as per Annexure III (any deviation/modification in Annexure VII shall not be accepted.)

16. Any other relevant information:

NOTE:

- Tender without copies of documents, certificates of Registration, Performance Certificates, Work-Orders, Details, Credentials, Supporting Documents, etc., duly stamped and signed, your application is liable to be rejected without assigning any reason.
- Details to be filled up in all columns.

REFERENCE SITE DETAILS

(1) Name of the Public/Private sector Bank	
Address of the bank's Central/Zonal/Regional Office	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipments supplied in last 3 years (Ref. No., date of order and quantity)	
(2) Name of the Public/Private sector Bank	
Address of the bank's Central/Zonal/Regional Office	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipments supplied in last 3 years (Ref. No., date of order and quantity)	

Note:-

1. Please mention all asked data as mentioned above including contact details. Email id should be from bank's domain only. E-mails from gmail, rediffmail and other similar domains will not be accepted under any circumstances.
2. Confidential feedback from the clients will be undertaken from mentioned email id only.
3. Reference site details of more than 2 Vendor should be given in above format for which additional sheet may be used. In case positive feedback from at least two reference sites is not received within 30 days of our communication, the feedback will be considered unsatisfactory.
4. If poor or unsatisfactory feedback is received for any vendor from reference site details or from any other sources, the bid shall not be considered for empanelment. No complaint in this regard will be entertained under any circumstances.

AUTHORISED SIGNATORY

(Letter to the bank on the Supplier's letterhead)

COMPLAINT ON TECHNICAL SPECIFICATION OF SECURITY EQUIPMENTS

1. It is to certify that the Security equipments/services offered by us conforms to the technical specifications stipulated by you with the following deviations (if any):

List of deviations with reasons.

(Deviations will be accepted only if the offered specification is higher than requirement)

1. CCTV/Burglar alarm/Fire alarm system

- b) _____
 c) _____
 d) _____
 e) _____

(If left blank it will be construed that there is no deviation from the specifications given above)

2. Further, it is to inform that, new Security equipments, its component & accessories shall be of the Brand/Make/Model as per asked specifications mentioned in Annexure 1 and as enumerated in the table below:

CCTV:-

Sr. No.	Description	Make	Model No.
1.	Embedded Stand-alone DVR - 4 Channel		
2.	Embedded Stand-alone DVR - 8 Channel		
3.	Embedded Stand-alone DVR - 16 Channel		
4.	Surveillance grade DVR HDD (1/2/4/6/8 TB)		
5.	Colour infrared HD Dome Camera (Vari-focal)		
6.	Colour infrared HD Bullet Camera (Vari-focal)		
7.	Colour infrared HD Dome Camera (Fixed-focal)		
8.	Colour infrared HD Bullet Camera (Fixed-focal)		
9.	Colour HD Pinhole/Hidden Camera		
10.	Full HD LED Monitor 19" (1080P or more)		
11.	Full HD LED Monitor 21" (1080P or more)		
12.	Full HD LED Monitor 26" (1080P or more)		
13.	Full HD LED Monitor 32" (1080P or more)		
14.	Weather/Vandal proof kit		
15.	RG-6 Co-axial cable with ISI marking		
16.	2 Core/36 Power cable with ISI marking		
17.	PVC conduit pipe/Channel/casing with ISI marking		
18.	DVR cabinet		
19.	Wall Mount for monitor		
20.	Wireless Mouse - complete set		

Burglar alarm system:-

Sr. No.	Description	Make	Model No.
1.	Burglar Alarm System (BAS) Control Unit		
2.	Passive infrared sensor		
3.	Vibration (motion) detectors		
4.	magnetic sensors		
5.	Day mode panic switch		
6.	Rechargeable battery of appropriate voltage/Ah		
7.	High power Hooter		
8.	Wiring cable specifications		

Fire alarm system:-

Sr. No.	Description	Make	Model No.
1.	Fire Alarm System (FAS) Control Unit		
2.	User programmable PSTN based Auto dialer compatible with FAS and BAS		
3.	GSM SIM based Auto dialer compatible with FAS and BAS		
4.	Optical type smoke detector - per piece		
5.	Heat detector - per piece		
6.	Flame Detector (UV/IR type)- per piece		
7.	Response Indicator - per piece		
8.	Electronic Hooter - per piece		
9.	Manual call Point (Glass Break Type)- per piece		
10.	Wiring ISI marked		

Authorized Signatory

(Name & Designation, seal of the firm)

COMMERCIAL BID

Commercial bid shall be submitted in separate sealed envelope and will consist of total 4 parts (A, B, C and D). Parts A, B and C shall be detailed price list for CCTV system, Burglar alarm system and Fire alarm system respectively and part D shall be the consolidated price list for all three equipments as per formula given and will be considered for evaluation of L1 bidder. In order to generate healthy competition and get the best price the following procedure shall be adopted for awarding rate contract.

1. Unit price of equipments (CCTV, Burglar Alarm System, Fire Alarm system) including installation plus AMC charges for three years minus buy back price per equipment shall be considered for evaluation to decide L1.
2. Consolidated price as per part D shall be considered for evaluation of composite L1, L2, L3..... Bidders and the L1 bidder shall be offered rate contract as per terms and conditions mentioned in this document.
3. In case the composite L1 bidder has quoted lowest rates in all three equipment category, the rates shall be frozen and contract shall be offered accordingly to L1. However the L2 vendor shall also be offered to match L1 rates and terms and conditions as finalized by the bank. If accepted by L2 the work shall be distributed in a ratio of 60:40 between L1 and L2 vendor. In case L2 vendor is not willing/ unable to match L1 rates, the offer shall be given successively to L3 L4 & L5 vendors in the same order.
4. In case the L1 vendor has lowest in composite rates, but L2 vendor has quoted lowest rates for any one or more equipment category or for the AMC, the lowest rate so quoted by L2 vendor (whichever is lower) shall be considered and the L1 bidder will have to accept the same. In other words in order to obviate the malpractices, the L1 bidder has to be the vendor whose rates are lowest not only in terms of composite rates but also the lowest in each equipment category and the AMC. The L1 vendor shall be asked to submit the revised offer to ensure the lowest rates for all three equipments and AMC charges, as quoted by L2 vendor. Thus the contract rate shall be finalized as lowest in all three equipments + AMC. Subsequently the contract rate shall be offered to L2 vendor and if agreed, the work shall be distributed in a ratio of 60:40 between L1 and L2 vendors. In case L2 vendor is not willing/ unable to match lowest rates, the offer shall be given successively to L3, L4 & L5 vendors in the same order.
5. In case L1, L2 or L3 vendor quotes meager price for any equipment, which is beyond acceptable limits. In that case final decision will be taken by the tender committee of the bank.
6. In case the higher disparity in rates for a particular equipment/composite rates due to inaccurately quoted rates by any vendor, if the disparity in rates is beyond 20 %, the tender committee can decide to discard the erroneous quoted rates.
7. If L1 vendor is not willing to accept lowest rates as per para 4 of commercial bid, the offer shall be given to L2, L3, L4 vendors successively and two early bidders as per order of their composite lowest rate (i.e. L2, L3, L4 and so on) will be awarded work in the ratio of 50:50.

8. If bank is not able to get lowest rates as per procedure mentioned above, bank at its discretion may adopt reverse auction process for getting lowest rates.

Part A- BOQ CCTV System

Sl. No.	Accessories- (as per specifications mentioned in Annexure 1)	Make, Brand & Model	Price per unit
A1.	DVR without Hard disk		
i.	4 Channel ATM DVR		Rs.
ii.	8 Channel DVR with 8 SATA ports		Rs.
iii.	16 Channel DVR with 8 SATA ports		Rs.
iv.	8 channel DVR with 4 SATA ports.		Rs.
v.	16 channel DVR with 4 SATA Ports.		Rs.
vi.	Metallic DVR cabinet compatible to DVR and should have provision for ventilator, Lock and key and to be installed at roof height including installation charges.		Rs.
A2.	Mother Board of Stand-Alone DVR		
i.	4 Channel		Rs.
ii.	8 Channel		Rs.
iii.	16 Channel		Rs.
A3.	SMPS for single camera		Rs.
	SMPS compatible to DVR offered		Rs.
A4.	Hard Disk (Seagate SV 35/WD AV, series)		
i.	1000 GB		Rs.
ii.	2000 GB		Rs.
iii.	4000 GB		Rs.
iv.	6000 GB		Rs.
v.	8000 GB		Rs.
A5.	DVD Writer/Player		Rs.
A6.	Camera including necessary cable/wiring, channel, installation, etc.		
i.	HD Colour Dome, fixed focal camera 2 MP		Rs.
ii.	HD Colour Bullet outdoor, whether proof vari-focal camera 2 MP		Rs.
iii.	HD Colour Dome, fixed focal camera 4 MP		Rs.
iv.	HD Colour Bullet outdoor, whether proof vari-focal camera 4 MP		Rs.
v.	Pin hole Camera		Rs.
vi.	Automatic number plate recognition camera.		
vii.	IP colour dome vari-focal camera, which can support memory capacity upto 128 GB		Rs.
viii.	SD card compatible to IP Dome camera 64 GB		Rs.
ix.	SD card compatible to IP Dome camera 128 GB		Rs.
A7.	Monitor including necessary cable/wiring, channel, installation, etc		
i.	Monitor LCD/LED 21" Samsung/LG		Rs.
ii.	Monitor LCD/LED 26" Samsung/LG		Rs.
iii.	Monitor LCD/LED 32" Samsung/LG		Rs.
iv.	VGA Extender for additional Monitor with cable		Rs.

A8.	Mouse		Rs.
I	USB Mouse		Rs.
li	Wireless Mouse		Rs.
A9.	Un-armoured Co-axial & Power cable and PVC Conduit/Channel		
i.	Un-armoured RG-6 Co-axial cable - supply & laying in ISI-marked PVC Channel		Rs. per mtr
ii.	2 core 14/36 power cable - supply & laying in ISI-marked PVC Channel		Rs. per mtr
iii.	PVC Channel (Casing Capping)		Rs. per mtr
A10.	Shifting Charges		
I	Shifting Charges (Entire System, within same premises)		Rs.
ii	Shifting Charges (Entire System, to alternate premises including transportation)		Rs.
A11	Backup taking charges		
i	Backup taking charges in CD. CD will be provided by the branch/office		Rs.
ii	Backup taking charges in Pen Drive. Pen Drive will be provided by the branch/office		Rs.
iii	Backup taking charges of full hard disk to another hard disk. Hard disk cost will be provided by the branch/office		Rs.
A12.	Buy Back price, irrespective of make, model, capacity etc.		
i	Buy Back of old DVR 4 channel without Hard disk		Rs.
li	Buy Back of old DVR 8 channel without Hard disk		Rs.
lii	Buy Back of old DVR 16 channel without Hard disk		Rs.
Iv	Buy Back of old Monitor irrespective of make and model		Rs.
V	Buy Back of old dome Cameras (irrespective of make model and specs)		Rs.
Vi	Buy Back of Old Hard disk (cost per 2 TB) In case of buy back of Hard disk in multiple of 2 TB, buy back price will be arrived by multiplying multiple of 2 by unit price. e.g. 1. For achieving buy back price of 6 TB hard disk, price will be 3 x buy back price of 2 TB. 2. For achieving buy back price of 5 TB, buy back price will be 2.5 x buy back price of 2 TB.		Rs
A13	Composite Buy back price (buy back of 8 channel DVR + buy back of 16 channel DVR+ buy back of Old monitor + buy back of 6 No old Dome camera + buy back of 2 No old bullet camera.		Rs
A14.	Cost of COMPLETE DVR based CCTV System, Installation, Commissioning & Training, per branch/office, including all related Charges (Excluding GST which would be applicable as per Govt. rules). Comprising of specified complete Hardware - Monitor, Digital Video Recorder to be installed in Metallic DVR cabinet compatible to the DVR		

	offered., wireless Mouse, Wiring/Cabling as mentioned, with <u>Dome IR Camera</u> & weather proof box type camera (as per Technical Specifications mentioned in Annexure 1), specified Software, etc., etc..	
A14 i.	4-channel ATM DVR system with 2 dome cameras, 01 pin hole camera, 01 bullet camera (for outside the branch), 8 TB hard disk for DVR, one IP camera along with 64 GB of SD card and 100 mtrs of wiring.	
A14 ii.	8-channel DVR system, 8 SATA ports with 7 dome cameras, 01 weather proof bullet type camera (for outside the branch), 16 TB hard disk for DVR, one IP camera along with 64 GB of SD card and 200 mtrs of wiring.	
A14 iii.	16-channel DVR system, 8 SATA ports with 13 dome cameras, 02 weather proof bullet type camera (for outside the branch), 01 PIN hole camera, 32 TB hard disk for DVR, one IP camera along with 64 GB of SD card and 300 mtrs of wiring..	
A15.	Installation charges for complete 4/8/16 channel system (system provided by the bank in case of procurement through GeM portal)	

Final Price of CCTV system for calculation - Average value of (Cost of 4 channel ATM DVR package + cost of 16 channel DVR system) - composite buy back price
 $X1 = \{(A14\ i) + (A14\ iii)\} / 2 - A15$

Part 'B' Burglar alarm system

S No	Minimum Requirement (as per specifications mentioned in Annexure 1)	Your brand and technical specification	Cost including all levies/Freight /installation charges etc except GST.
B1.	Electronic Alarm System (EAS) Control Unit with required batteries.		
B2.	Passive infrared sensor		
B3.	Vibration (motion) detectors		
B4.	magnetic sensors		
B5.	Day mode panic switch		
B6.	Rechargeable battery of appropriate voltage/Ah irrespective of numbers as required by the system.		
B7.	High power Hooter(the sound of alarm should be clearly audible up to 500 meters)		
B8.	Labor charges for shifting the entire system from one premise to another.		
B9.	Wiring Per meter with specifications		
B10.	Package cost for supply, installation, Testing and commissioning of Electronic Alarm System as per specifications mentioned in para 6.1		

	including 8 Day mode panic switches, 2 High power Hooters, 2 magnetic sensors, two Pet immune Passive infrared sensor, RMF battery and 100 meters of insulated wiring in flat/round PVC pipe		
B11.	Buy back price of old system (irrespective of make and model including control panel and accessories)		
B12.	Installation charges for complete Burglar alarm system (system provided by the bank in case of procurement through GeM portal)		
B13.	Any other component left out		

Final price of Burglar alarm system for calculation (S1) = Package cost (B10)- buy back price(B11)

Part C- Fire alarm system

S No	Minimum Requirement (as per specifications mentioned in Annexure 1)	Your brand and technical specification	Cost including all levies/Freight /installation charges etc except GST.
C1.	Minimum 4-zone, micro processor based control panel with required RMF batteries <u>with</u> inbuilt Land line based Auto dialer.		
C2.	Minimum 4-zone, micro processor based control panel with required RMF batteries <u>without</u> inbuilt auto dialer		
C3.	Auto dialer - Minimum 04 tel nos & 2 message capability - User programmable - separate unit- Land line based- user friendly and easy to operate		
C4.	GSM SIM based Auto dialer with Minimum 04 Tel Nos and 2 Message capabilities with SIM (to be provided by the vendor along with the system).		
C5.	Optical type smoke detector - per piece		
C6.	Heat detector - per piece		
C7.	Flame Detector (UV/IR type)- per piece		
C8.	Response Indicator - per piece		
C9.	Electronic Hooter - per piece		
C10.	Manual call Point (Glass Break Type)- per piece		
C11.	ISI marked 2 core armored cable <u>per meters</u>		
C12.	Power supply for control panel		
C13.	PVC conduit pipe		
C14.	Rechargeable battery of appropriate		

	voltage/Ah irrespective of numbers as required by the system.		
C15.	2 core FRLS wire for auto dialer per mtr		
C16.	Package Rates for at least 4 zone control panel with inbuilt auto-dialer and RMF batteries, 6 smoke detectors, one flame detector 01 heat detector, 1 MCP(Glass break Type), 2 RIs, 2 Hooters, 100 meters armored cable & 30 meters FRLS wire in conduit including installation, freight etc.		
C17.	Buy back rate for old system Control Panel and other accessories.		
C18.	Shifting (Labor) Charges (Entire System, within same premises/ to alternate premises)		
C19.	Installation charges for complete Fire alarm system (system provided by the bank in case of procurement through GeM portal)		
C20.	Any other components / parts		

Final price of Fire alarm system for calculation (F1) = Package cost (C16) - buy back price (C17)

Part D:

Annual Maintenance Charges:

SL No	Items	Rate quoted
D1.	Comprehensive AMC of all three equipments (CCTV system, Burglar alarm system & Fire alarm system) irrespective of make, quality, specifications of the system in branches/offices	
D2.	Comprehensive AMC charges of 4/8/16 channel CCTV system irrespective of make, age, specifications/number of cameras installed etc.	
D3.	Comprehensive AMC charges of Burglar alarm system irrespective of make, specifications, age etc	
D4.	Comprehensive AMC charges of Fire alarm system including Auto dialer irrespective of make, specifications, age etc	
D5.	Comprehensive AMC of security systems installed in Offsite ATM (One Offsite ATM is installed with 4 channel CCTV system with 3-4 Cameras and Burglar alarm system with 1-2 smoke/heat sensor and 2-4 other anti burglary sensors)	

Composite final Price for comparison of L1 bidders:-

1.	Final price of CCTV system (X1)	
2.	Final price of Burglar alarm system (S1)	
3.	Final Price for Fire alarm system (F1)	

4.	Three years comprehensive AMC of all three Security equipments in branches/offices (D1x3)	
5.	Three years comprehensive AMC of Security equipments in Offsite ATM (D5x3)	
	Final Price (X1+S1+F1+D1x3+D5x3)	

Note:-

- Unit prices of all items, including optional items must be quoted in WORDS AND FIGURES. All the above mentioned rates quoted should be inclusive of freight, installation charges and other charges etc. GST as per Govt guidelines will be paid extra.
- In case of any discrepancy, unit prices quoted in words will be considered for computation of TCO.
- Bank reverses the right to reject the bid, in case the vendor resorts to a cut throat market practices and quotes inappropriate AMC rate/ price of the Hardware/software which are above/below 25 % of rates prevailing in the market. If Vendor resorts to any Unethical pricing, especially for buy back as per life cycle of equipment, the bid is liable to be rejected
- For Buy back of Old system, Control Panel and other accessories, irrespective of quantity/ condition/Quality will be considered.
- In case of use of less items in any branch, the pro rata amount of the same will be deducted from packaged rate as per given in accessories rates. Thus **it should be ensured that the offered rate of package should match the rate of individual components compounded. If it is observed that the cost of individual components/spares do not sum up to package cost, and the bidder have intentionally quoted higher rates of accessories/ components/ spares, Bank reserves all rights to out rightly reject the bid.**
- The Comprehensive AMC amount will be applicable for all Security equipments (CCTV, Burglar alarm system and Fire alarm system) per annum for four Quarterly visits and any other emergency visit.
- Comprehensive AMC of individual Security equipment should also be quoted and should match the composite rate of all three equipments.
- In case the firm fails to make mandatory quarterly AMC visit to any branch or branches, an amount pro rata to quarterly charges shall be levied as fine to ensure regular AMC visit. Further no amount for that quarter shall be paid to the firm.
- You are requested to give all possible accessories rates. Later on, if it is informed that any accessory is not quoted by the bidder, the component will be supplied free of cost by the vendor.
- You can use extra paper for accessories if it is not sufficient.
- Length of wiring given in package is only for calculation purpose, however will be charged on actual usage basis.
- Visiting charges quoted in D5 should be genuine and will be applicable if the number of visits to any particular branch exceeds 8 visits (including 4 mandatory AMC visits). Visits by technicians due to reason of non availability of spare/wiring/parts/services etc will not be considered in 8 free visits.

Authorized Signatories

Date: (Name & Designation, seal of the firm)

Annexure VII

FORMAT OF PERFORMANCE BANK GUARANTEE

(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than Rs.500/-).
3. This Performance Bank Guarantee should be furnished within 14 days of the notification of the award of the Contract.

To

Union Bank of India,

Dear Sir,

In consideration of Union Bank of India, _____ placing an order for implementation of & on _____ having registered office at _____ (hereinafter called the firm) as per the work order entered into by the firm vide work order no. _____ dated _____ (hereinafter called the said contract), We _____ (Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at _____ presently located at _____ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the firm as to the Supply, Installation, Maintenance of _____ at _____.

If the said firm fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We _____ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee, or until _____, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before _____, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the firm and at our discretion, provided such request is served on the bank on or before _____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the firm and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the firm or any other forbearance act or omission on your part or any indulgence by you to the firm or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the firm hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the firm, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e., _____ (Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

- I) Our liability under this bank guarantee shall not exceed Rs. _____/- (Rupees _____ Only)
- II) This bank guarantee shall be valid up to _____.
- III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be

received by us), on or before _____ before 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

CHECK LIST OF DOCUMENTS TO BE SUBMITTED
To be attached with Technical Bid

S NO	PARTICULARS	TICK IF ENCLOSED
1	Certificate of Registration of Company / Partnership deed.	
2	MSE / NSI / KIV certificates and documents, if applicable	
3	Earnest Money Deposit DD / Pay Order	
4	Cost of Tender document / Tender fee	
5	Shop & Establishment Certificate of Local Office	
6	Certificates of registration with Income Tax, GST, EPF, ESI and VAT / TIN authorities, etc.	
8	Details & nos. of Company owned Registered Offices/Service Centres in Uttar Pradesh with Names of employees, Address, Tel./Cel. Nos., etc.	
9	Audited Balance Sheet & Profit & Loss A/c. Statement for last three years	
10	Details of five years dealing in the products offered	
11	Self attested copies of Work Orders/AMC/Client Certificate, relevant TDS Certificate, and satisfactory Completion Certificate with value of work from Public sector Bank /Public Sector Unit situated in Uttar Pradesh state for last three years.	
12	Details of Work ON-HAND Performance Certificate, Work Order/Client Certificate, etc. from Banks	
13	Details of Pre-Qualification Works.	
14	ISO/BIS/CE/UL/ERTL certificate.	
15	Customer Reference/Certificate from minimum two Public Sector Banks/Public Sector Unit on Installation, Quality of After-Sales/AMC Services, etc. with Name, Address, Tel./Cell. Nos. etc.	
16	Undertaking certificates on company's letter head as per annexures.	
17	Undertaking regarding blacklisting and ownership (regarding Union bank employee/relation)	
18	Undertaking from OEMs for availability of products, its spares and accessories for next six years	
19	Documentation: Product Brochures, Leaflets, Manuals, warranty conditions etc.	
20	Document in support of any other information	

NOTE: In ABSENCE of any of the information/enclosures OR any FAKE, WRONG, FICTICIOUS, FALLACIOUS, etc. reporting, the tender is likely to be rejected.

The Vendor shall produce/provide original of any document, required by the Bank for verification.