

**Request for Proposal (RFP)**

**Empanelment of Vendors/Firms/Suppliers for Supply, Installation, Maintenance and Rate Contract of CCTV System, Electronic Alarm System, Fire Alarm system with Auto Dialer in the Branches/ Offices/ATMs of Union Bank of India under Regional Office, Nagpur**

{RFP REF - 191-996-RONGP/SEC/EAS/FAS/CCTV Dated: 21/11/2020}

Union Bank of India  
Regional Office, Nagpur  
34/2 Ashirwad Commercial Complex,  
2nd Floor Central Bazar road  
Ramdaspath Nagpur - 440010

NOTE: This document contains 56 pages including this page.

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1. Request For Proposal

1.1. The Union Bank of India, Regional Office Nagpur wishes to empanel and contract reputed firms, for supply, installation and maintenance of CCTV system, Electronic Alarm System and Fire Alarm system with Auto Dialer in the Branches / Offices/ ATMs under Regional Office, Nagpur on as and when required basis and invites bids from reputed manufacturers/ authorized firms (vendor/ suppliers/ suppliers/ service providers), having not less than five years of experience in dealing these systems and having their own office in Nagpur since last five years and who fulfill the Mandatory eligibility criteria /conditions / requirements as given in this document.

1.2. RFP document can be downloaded from our website [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Govt. site ([www.eprocure.gov.in](http://www.eprocure.gov.in)) and can be submitted along with the Techno-commercial offer on payment of Rs 2000/- (Non-Refundable) by way of Demand Draft / Pay Order favoring Union Bank of India payable at Nagpur.

Date of commencement of issue of RFP	:	21/11/2020
Pre-bid Meeting for prospective bidders	:	27/11/2020 at 03:00 PM
Venue of Pre-bid Meeting	:	Conference Hall, Regional Office, Nagpur
Last date for submission of RFP	:	11/12/2020 up to 03.00 PM
Opening of Technical bid	:	11/12/2020 at 03.30 PM

In case of any unexpected interruption due to events beyond control of the procurement committee, the process interrupted will be continued on the subsequent working day at the scheduled time.

Dy. General Manager

## 2. SCOPE OF THE WORK

2.1. The supply and installation of new equipment and Annual Maintenance (*including AMC of existing systems in the branches/offices/ATMs*) of CCTV systems, Electronic Alarm System (EAS), Fire Alarm System (FAS) with Auto Dialer in the Branches/ Offices/ ATMs and of Union Bank of India under Regional Office, Nagpur on as and when required basis.

2.2. Nagpur region has large number of branches at dispersed location within Nagpur district and district of Wardha, Chandrapur, Gadchiroli, Gondia, Bhandara. The requirements mentioned above pertain to the entire region and not to the particular area/ centre where Regional Office is located. Further, in case of any change in administrative jurisdiction of Regional Office, Nagpur the empanelled/contracted Firms/Vendor/suppliers have to provide services as directed.

2.3. Empanelment of firms/vendor/suppliers is for three years. The Rate contract with empanelled firms/vendor/suppliers for supply and installation of new equipments and maintenance of new as well as existing equipments will be for the period of one year. Rates fixed at the time of contract will be non-negotiable and no revision will be permitted. However, after satisfactory completion of the contract, if both parties are willing to continue the contract on the same rates, terms and conditions, the rate contract for supply, installation and AMC may be renewed. However, such renewal of contract will not exceed the maximum period of three years from the date of original contract. In special cases, the empanelment period can be extended beyond initial period of 03 years for a specified period not exceeding one year for the circumstances unforeseen.

2.4. The present state of security equipments in the region is as follows:

Details of CCTV system installed	Total number of CCTV systems as on date
CCTV Systems installed at branches/offices (Bank's own)	66
CCTV Systems installed at branches/ATMs office on rental basis	27
EAS Systems installed at branches/ATMs (Bank's own)	71
FAS Systems installed at branches/offices (Bank's own)	75

2.5. The above mentioned figures of CCTV Systems, Electronic Alarm System (EAS) & Fire Alarm System (FAS) are as on the date of publishing this RFP document. Presently the bank is going through amalgamation/ merger/ rationalization process and hence the above figures are subject to change depending upon closure or merger branches/ ATMs/ offices or opening of new ones.

2.6. The Bank intends procurement of these equipments on outright purchase basis as and when required under rate contract after completion of this tender process. If our Central office or any higher office of Union Bank of India conducts Pan India rate

contract, Regional office, Nagpur 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.

### 3. PRE-BID MEETING

3.1. A pre-bid meeting is scheduled at 3:00 P.M on 27/11/2020 in Conference Hall, Regional Office, Nagpur. All prospective bidders may avail this opportunity to interact with the tender committee and seek necessary clarifications with regards to this RFP.

3.2. 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.

### 4. MINIMUM ELIGIBILITY CRITERIA FOR SHORT-LISTING/EMPANELMENT

#### 4.1. 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 07.08.2020 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.

4.1.1. 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 as specified in the said notification.

4.1.2. The registration as per para 4.1.1 above 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 and/or take all actions as per law and government guidelines.

4.1.3. Further details are provided in the annexure to the notification mentioned above.

4.1.4. Bidder(s) found not eligible will not be considered for empanelment.

4.1.5. Similarly, all applicable Government rules, regulations etc. shall be strictly followed.

4.2. 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:-

Sr. No.	<u>Eligibility Criteria</u>	<u>Proof documents to be submitted</u>
1	Vendor/supplier should be an Original Equipment Manufacturer (OEM) or Auhtorised channel partner or authorized dealer/ distributor of the company and should be in the concerned field with not less than five years experience in dealing with CCTV systems/EAS/FAS. Experience shall be counted from date of incorporation of firm.	Attested copy of Certificate of incorporation of the firm and/ or ink signed copy of authorization letter of dealership from the Original Equipment Manufacturer (OEM) for the brand/make of product offered must be submitted in original.
2	Vendor/supplier should have registration number for payment of GST.	Attested copy of Registration Certificate indicating GSTIN.
3	Vendor/supplier should have Income Tax PAN, TIN and should have submitted income tax return in last three financial years.	Attested copies of PAN card, TIN No. and Income tax return acknowledgement copy of last three years to be submitted.
4	Vendor/supplier should have Registration of its offices/service centers under Shops & Establishments Act in state of Maharashtra.	Attested copy of Registration certificate under applicable Shops & Establishment Act to be submitted.
5	Vendor/supplier should have average annual sales turnover in the last 3 years of Rs.200 lakhs or above for CCTV Systems, Rs. 50 Lakhs for EAS and/or FAS.	Copies of audited Balance sheet & Profit & Loss Statement of past three financial years i.e. 2017-18, 2018-19 and 2019-20.
6	Vendor/supplier should have earned profit during the last three years.	Same as Sr. No.5 above.
7	Vendor/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 (on firm's letter head) by the CEO or Director of the Firm denying ownership of 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.
8	Vendor/supplier should not have been blacklisted by any Govt. Authority/PSUs/PSBs.	An undertaking (on firm's letter head) by the CEO or Director of the Firm declaring that the firm have not been black listed by any Govt. Authority or PSUs/PSBs.
9	Vendor/supplier should be having undertaking from OEMs for availability of product, its spares & accessories for next six years for the product offered.	An undertaking by vendor/supplier and OEMs (on letter head) by the CEO or Director declaring availability of product, its spares & accessories for next six years for the product offered.
10	The firm should have its own office with adequate staff functioning at Nagpur for the last five years and after sales service	Attested copy of registration certificate of own office at Nagpur& Service centers under applicable Shop & Establishment Act

	network in areas under Bank's Nagpur Region.	indicating existence of the office for the last five years. Number of engineers/ technicians posted at the office in Nagpur needs to be furnished on letter head of the firm.
11	The firm should have installed/looking after the Annual Maintenance of CCTV/ EAS/ FAS Systems (as applicable) of at least three Public/ Private Sector Banks situated in Maharashtra state in the last five years. The proposed/ offered security equipment should be of an established brand and should be in the market for last five years.	Attested copies of work orders & completion letters for installation of CCTV/ EAS/ FAS Systems (as applicable) and AMC contracts from Public/Private Sector Banks in Maharashtra State.
12	Bidder applying for FAS should be in possession of suitable license from Maharashtra Fire Service of appropriate category as per Maharashtra Fire Prevention and Life Safety Measures Act, 2006.	Attested copy of current & valid license of appropriate category issued by Maharashtra Fire Service.
13	Registration of bidder with competent authority, if required vide Rule 144 (xi) of the GFR 2017, notified by Ministry of Finance through Press release dated 23/07/2020. If not required to be registered, bidder to provide self declaration/certificate as per the notification.	Attested copy of current and valid registration certificate along with Certificate/Declaration for compliance of notification, if applicable to be submitted. Otherwise, Certificate/ Declaration by bidder for non-applicability of the notification. Declaration/ Certification as given in Annexure-I.

## 5. TECHNICAL SPECIFICATIONS:-

5.1. The Embedded (Stand-alone) DVR based CCTV system should confirm to the following minimum technical specifications:

### 5.1.1. EMBEDDED (STANDALONE) DVR UNIT SPECIFICATION (4/8/16 CHANNEL)

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 - 6 TB 8 Channel DVR - 12 TB 16 Channel DVR - 24 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 or more



		Two USB 3.0 Ports (Spare for external devices in addition to port for mouse).
6	Video Input	- 4 Ch or 8 Ch or 16 Ch PAL (NTSC to PAL Conversion not acceptable)
7	Display speed	- 100 fps for 4 channel (25 fps for each channel) or more 200 fps for 8 Channel (25 fps for each channel) or more 400 fps for 16 channel (25 fps for each channel) or more
8	Compression method	- Advance 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 or 8 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
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 downloaded 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 Re booting

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, live 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	Password protection	-	The system shall be password protected. It should have minimum two level of user id. Admin login id for system settings and user login id for each branch/office. User login id & password shall be given to branch/office and should not have permission to change backup settings, delete backup or format HDD.
24	Certifications	-	CE or FCC or UL certification

**5.1.2. HD COLOUR DOME/BULLET CAMERA (FIXED/ VARI-FOCAL):  
SPECIFICATIONS**

1	Camera Type	Colour infrared HD Dome cameras or Bullet cameras or more(i.e., Colour cameras that switch to black and white (IR mode) automatically at night
2	Image sensor	1/3" High sensitive CCD/Progressive scan CMOS
3	Signal Format	PAL
4	Effective Pixels	2 MP (1920P x 1080P) 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	-3.6 mm for fixed focal cameras -2.8 mm to 12 mm for Vari-focal cameras
9	Weather proof quality for outdoor cameras	Out Door 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
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### 5.1.3. 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	50 dB or more
7	Lens	2.8 mm 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

### 5.1.4. MONITOR: SPECIFICATIONS

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

### 5.1.5. 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

### 5.1.6. OTHER ITEMS -SPECIFICATIONS

1	DVR Cabinet	Metallic box (4U or 6U Cabinet, Min Size (L*B) - 600mm*600mm) for securing DVR of CCTV with inbuilt power strip with sufficient number of power sockets and switches of appropriate rating, to house the DVR with opening from front and having a locking mechanism. The cabinet should have in-built exhaust fans for cooling arrangement.
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2	Wall Mount for monitor	Wall mount for installing LED monitors (both 21"/26") with option of extended flexible arm for sideways mounting (OR) Fixed wall mount as Required
3	Wireless Mouse	Complete set of reputed brand.

## 5.2 ELECTRONIC ALARM SYSTEM (EAS)

1	Control Panel of the system must be minimum 2-zone, microprocessor based, keypad (password) operated type or key based operation for switch off and/or mode change. (No. of zones may be more than 2, however system must have capability to connect at least 20 PANIC SWITCHES and 08 anti-burglary "Night Sensors" (Magnetic Switch/PIR sensor/Vibration sensor or any other sensor) of different types and make. Should have non volatile memory.
2	The programme menu should have PIN/password protection. There should be option for changing password without requirement of any additional hardware.
3	Certification from BIS OR Test report from ERTL / ETDC/ Regional Electronic Test Development Centers specifying make, model, Serial number, No. of zones etc. of control panel is MANDATORY. For imported panels, UL/CE/FCC certification is a must.
4	The Control Panel should have a manual On/ Off switch for manual operation in case of continuous fault alarm. Similar provision should be there to switch off/ bypass each zone separately. The Control Panel should have both audio-visual indication of fault in the system.
5	The Panel should be have inbuilt SMPS with spike/Transient reduction circuit, to avoid any false alarm in case of transient/abrupt voltage fluctuations.
6	Control Panel should be compatible with all types of standard sensors and panic switches available in the market irrespective of their make and model.
7	Should have facility to switch between "Day (Home)" and "Night (Away)" modes automatically at pre-programmed times and also it can be manually overridden without external hardware.
8	PIR sensor must be QUAD PIR Dual Technology (IR & Microwave - 30 ft range), Pet Immune type. The system should be Pet immune with immunity against Rats/Cats/other insects.
9	Should have programmable time delay of alarm activation in day mode and immediate activation in night mode.
10	Control Panel must have an internal hooter (At least 5W, Min 90dB) & capacity to connect at least two external hooters. Sound of external Hooter must be audible up to 500 mtrs (At least 15W, 150db). Hooter must switch off automatically after a predetermined time (20 minutes).
11	System should be tamper proof i.e. must activate alarm in case of any tampering with control panel / wires / switches / sensors / hooter.
12	Panel should be compatible for installation of external/internal auto-dialer (PSTN or GSM SIM based) in case required.
13	The Control panel should have provision to install at least 1 optical smoke detector and 1 heat detector.
14	Panel should have two built SMF battery (12V, 7Ah) along with battery charger

	with over charging and deep discharging protection. The battery should provide minimum backup of 8 hours stand by and 20 minutes in case of activation of alarm thereafter.
15	There should be provision to test the EAS without activating the siren/horn however there should be an indication showing that the siren has operated.
16	All required wires / cables must be ISI marked copper type in flexible/ straight metallic/ PVC conduit casing.

### 5.3 CONVENTIONAL FIRE DETECTION AND ALARM SYSTEM/ FIRE ALARM SYSTEM (FAS)

#### 5.3.1 CONTROL PANEL SPECIFICATIONS

1.	2 / 4 zone Main Control Panel & repeater control panel should be latest microprocessor technology based and as per IS:2189-2008.
2.	The panel should be compatible with all type of standard conventional detectors.
3.	The Panel should have a manual OFF switch for manual operation in case of continuous fault alarm. The Panel should have 2 or 4 zones or more and zone disables switches accordingly to the number of zones.
4.	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.
5.	The Size of the control panels is normally referred by number of zones. Each zone can be connected with the conventional detectors not exceeding 20.
6.	The Panel should be have inbuilt with SMPS with spike/Transient reduction circuit, to avoid any false alarming in case of transient/abrupt voltage fluctuations.
7.	The Panel should have Test Certificate with details like Model No., Serial No., Zones, etc.
8.	The Brochers for the Panel shall be submitted. The Panel should have approvals / listing of BIS / UL / LPCB / FM / VDS.
9.	The Panel should have feature of continuous uninterrupted power supply in case of External Power supply failures. The battery backup with built battery charger for not less than 10-12 hours normal working.

#### 5.3.2 SMOKE DETECTORS AND SPACING

1.	The System should have smoke detectors of both ionization type (below false ceiling) and optical type (above false ceiling) conforming to the IS: 2189-2008. Both ionization and optical type smoke detectors will be installed in the ratio 2:1.
2.	For the smoke detector, the Spacing between two detectors should be 24 feet and spacing from the boundary wall or cabin wall should be not more than 12

	feet. Every cabin / enclosed area likes AHU, Lift Machine Room, Pump Room, UPS Room, Electrical Distribution Room etc should have a separate smoke detector.
3.	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if smoke is detected.
4.	After designing the detector spacing, it shall be cross-checked to ensure that there is at least one smoke detector for every 100 m <sup>2</sup> of the compartment area.
5.	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms / cabins and above false ceiling or generally hidden should have external response indicators (R.I.) sited at prominent place.
6.	The detectors should have approvals / listing of BIS / UL / LPCB / FM / VDS.

### 5.3.3 HEAT DETECTORS AND SPACING

1.	For the heat detector, Spacing between two heat detectors should be 17 feet conforming to the IS: 2189-2008. These detectors should be installed in Cooking Kitchen, Pantry, Battery room etc.
2.	After designing the detector spacing, it shall be cross-checked to ensure that there is at least one heat detector for every 50 m <sup>2</sup> of the compartment area.
3.	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if heat is detected.
4.	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms / cabins and above false ceiling or generally hidden should have external response indicators (R.I.) sited at prominent place.
5.	The detectors should have approvals / listing of BIS / UL / LPCB / FM / VDS.

### 5.3.4 UV / IR FLAME DETECTORS AND SPACING

1.	The detector can be installed in UPS Room, Electrical Distribution Room and Storage Area etc where chances of fire are higher. This detector should be installed to conforming IS: 2189-2008.
2.	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if flame is detected.
3.	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms / cabins and above false ceiling or generally hidden should have external response indicators (R.I.) sited at prominent place.

- |    |  |
|----|--|
| 4. | The detectors should have approvals / listing of BIS / UL / LPCB / FM / VDS. |
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### 5.3.5 AUTO DIALER

Both, **Public Switched Telephone Network (PSTN) based as well as GSM SIM card based** (for use at locations without landline connectivity) auto dialers are required. In both types, the under mentioned specifications are mandatory.

1	Auto dialer must be always in standby mode and should have visual indication for “system ON” function and activate automatically on alarm (security / fire) being activated.
2	Auto dialer should work in any voltage range if the PSTN is functional.
3	Auto dialer must be capable of storing message of at least 30 second length.
4	Auto dialer must have the capability to store at least 10 telephones /Mobile Nos. of 15 digits each.
5	Auto dialer must have display panel showing phone number being dialed.
6	Auto dialer must be user friendly. Must have facility to View/ update the phone numbers fed in auto dialer without external hardware.
7	Auto dialer must have a “switch off” facility for use in case of continuous fault situations.

The auto dialer should be configured to communicate fire emergency to fire brigade and bank officials.

### 5.3.6 OTHERS ITEMS / DEVICES

1.	All the wiring shall be by means of 2 core 1.5 sq. mm copper conductor FRLS armoured and shielded copper cable.
2.	The Manual Call Point (MCPs) should be installed in entry & exit point of the floor. The MCPs should be break glass type with hammer or thumb press type.
3.	The sounders for fire alarm system should be electronic hooters/horns/electric bell having a frequency range of 500 to 1000 Hz.

## 6. EARNEST MONEY DEPOSIT

6.1. Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One Lakh only)for CCTV System, Rs. 50,000/- (Rupees Fifty Thousand only) for Electronic/ Security Alarm System, Rs. 50,000/- (Rupees Fifty Thousand only) for Fire Alarm System, in the form of a demand draft/pay order issued by a scheduled commercial bank favouring Union Bank of India, payable at Nagpur must be submitted along with the tender offer. Tenders not accompanied with EMD will be rejected. Offer(s) not accompanied with EMD will not be accepted except in such cases where exemption is claimed with documentary proof.

The registration of firms claiming exemption with NSIC or any other Government agency shall be verified with NSIC/concerned Government agency based on the submitted proof documents and if found ineligible for such exemption, the bid of such firm/s shall be summarily rejected.

#### 6.2. The EMD will be forfeited if the bidder:

- Withdraws bid during bid validity period, or
- Refuses to honor the price bid. Bank reserves the right to place order onto the bidder on prices quoted by them, or
- been selected by the bank for the job, the bidder(s) refuses to accept any contract or
- having accepted the contract, fails to carry out its obligations mentioned therein, or
- Refuses to submit PBG on finalization of Rate Contract.

6.3. No interest is payable on the EMD. The EMD shall be refunded to the unsuccessful bidders only on completion of the entire tender evaluation process. The EMD of L1 bidder(s) will be refunded only after finalization of rate contract and submission of Performance Bank Guarantee.

### 7. SUBMISSION OF TENDER BID

7.1. The Tender bid shall be submitted in two parts, i.e., Technical Bid Offer (TBO) and Price Bid Offer (PBO). Both the bids in separate sealed envelopes shall be submitted in a large sealed envelope.

7.2. The sealed envelope of TBO shall be super scribed "Technical Bid Offer for supply & Maintenance of CCTV systems, Electronic Alarm System, Fire Alarm System with Auto Dialer (As applicable) to Branches/ ATMs/ Offices of Union Bank of India under Regional Office, Nagpur". The sealed envelope for PBO shall be super scribed "Price Bid Offer for supply & Maintenance CCTV system, Electronic Alarm System, Fire Alarm System with Auto Dialer (As applicable) to Branches/ ATMs/ Offices of Union Bank of India under Regional Office, Nagpur".

7.3. Please note that bidder applying for two or more systems will need to submit separate price bid in sealed envelope for each of the system for example, bidder applying for CCTV Systems and Electronic Alarm System will need to submit two separate price bids in two different sealed envelopes duly super scribed as mentioned in clause 7.2 above.

7.4. Sealed envelopes containing Technical Bid Offer and Price Bid Offer shall be placed in another big sealed envelope super scribed "Tender for Rate Contract for Supply, Installation & Maintenance of CCTV systems, Electronic Alarm System and Fire alarm System with Auto Dialer (As applicable) to Branches/ ATMs/ Offices of Union Bank of India under Regional Office, Nagpur". The tender bid should be dropped



in the Tender Box on or before the last date of submission of tender at the below mentioned address:

Regional Office Nagpur, 34/2 Ashirwad Commercial Complex,  
2nd Floor Central Bazar road Ramdaspeth Nagpur - 440010

7.5. Any tender bid not in sealed envelope or received after the last date for submission of tender will be rejected and/or returned unopened to the bidder, if bidder so desires.

## 8. **TECHNICAL BID OFFER (TBO)**

8.1. The TBO should not contain any price information. The bid should be submitted in a separate sealed envelope containing the following in the sequence given below:

- 8.1.1. Demand Draft of Rs.2,000/- as cost of RFP.
- 8.1.2. Demand Draft of Rs. 1,00,000/- for CCTV system, Rs. 50,000/- for Electronic Alarm System and Rs. 50,000 for Fire Alarm System with Auto Dialer (as applicable) as Earnest Money Deposit.
- 8.1.3. Letter of undertaking as per Annexure-I
- 8.1.4. Profile of firm/s as per Annexure-II
- 8.1.5. Details of reference sites as per Annexure- III
- 8.1.6. Compliance statement on technical specification for all the security equipments offered as per Annexure-IV.
- 8.1.7. Acceptance of all terms and conditions including scope of work as per Annexure-V.
- 8.1.8. Attested copies of all proof documents supporting the minimum eligibility criterions given in the RFP.
- 8.1.9. Undertaking from OEM & bidder for availability of product, spares & accessories for next six years in relation to the product offered.
- 8.1.10. Documentation (Product Brochures, leaflets, manuals etc., if any) and attested photocopies of relevant documents/certificates as proof in support of various information submitted and other claims made by the Firm/s.

8.2. All pages of the bid including un-amended printed literature shall be stamped and initialed by the authorized signatory signing the Bid.

8.3. Corrections or alterations, if any, should be authenticated.

8.4. Any software(s)/ component which is/are left out and which may be required with the system must be indicated separately.

8.5. The TBO must be submitted in an organized, numbered and structured manner (spiral binding will be appreciated). No brochures/leaflets etc should be submitted in loose form.

8.6. TBO not submitted in proper order with index denoting documents submitted will be summarily rejected.

**9. PRICE BID OFFER (PBO)**

9.1. The PBO shall be submitted as per the proforma given in Annexure-VI, on firm's printed letterhead duly signed with Name and designation of the authorized signatory with seal of the company on all pages. The TBO shall be typed or written in indelible ink.

9.2. PBO must be completely filled up. Corrections or alterations should be avoided, if unavoidable, corrections/alterations should be authenticated by authorized signatory.

9.3. All amounts should be mentioned in Indian Rupees only and should be exclusive of GST/taxes. The PBO should contain all relevant rates and charges (Including Service charges/Installation charges/transport charges/labour charges/shifting and reinstallation Charges etc).

9.4. No claims except those mentioned in the PBO/rate contract before issue of work order shall be entertained. If any charges are not mentioned, the same shall be provided without any extra charges.

9.5. The PBO should be submitted in a separate sealed envelope for each security equipment for which bid is being submitted.

**10. NO ERASURES OR ALTERATIONS AFTER SUBMISSION OF BIDS**

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.

**11. 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 tender 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.

**12. PRELIMINARY EXAMINATION**

12.1. The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer shall be treated as non-responsive.

12.2. Arithmetical errors observed during evaluation of Price Bids submitted by bidders, will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If the vender/supplier does not accept the correction of the errors, its bid will be rejected. If there is discrepancy between words and figures, the amount in the words will prevail.

12.3. The bid determined as not substantially responsive will be rejected by the Bank and may not be made responsive by the bidder by correction of the non-conformity.

12.4. The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

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

12.5.1. Cost of RFP is not submitted except where exemption is claimed.

12.5.2. Bid security (EMD) is not submitted except where exemption is claimed.

12.5.3. Incomplete Offer and/or all documentary proof not attached.

12.5.4. Offer is not in conformity with the terms and conditions stipulated in RFP.

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

12.5.6. Commercial/Price Bid format differs from the format given in RFP; however additions will be accepted as mentioned in the note in relevant annexure.

12.5.7. Bid violates any terms and conditions in the RFP document.

12.5.8. The information provided in the offer is found to be false or factually incorrect.

### 13. **TENDER BID EVALUATION PROCESS**

Tender bid evaluation process for empanelment & rate contract will be carried in following stages:

#### 13.1. **Stage-I**

13.1.1. Opening of Technical Bids on identified date & time. The bidders/their authorized representatives (carrying authority letter) may be present at the time of opening of the TBOs. No separate intimation will be given in this regard.

13.1.2. Technical bids not accompanied with Demand draft/ cash receipt 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 National Small Industries Corporation (NSIC)/ similar government agencies provided proof document for registration are submitted.

13.1.3. The bidders claiming exemption under NSIC registration/ other registration shall be verified with NSIC/ other government agencies based on the proof documents and if found ineligible for such exemption, the bid of such vendors shall be summarily rejected.

13.1.4. Evaluation of bids for compliance of the stipulated minimum eligibility criteria based on relevant proof documents, bidder's profile, work experience and other terms & conditions.

13.1.5. Short-listing bidders qualifying the above evaluation.

13.2. **Stage-II**

13.2.1. Bidders qualifying Stage-I shall be evaluated against stipulated minimum eligibility criteria purely based on proof of documents submitted. Documents submitted along with the Tender shall be considered as the final & conclusive proof.

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

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

13.3. **Stage III**

13.3.1. 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.

13.3.2. Feedback from reference sites as indicated in the tender document by the bidders shall be obtained in writing and evaluated.

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

13.3.4. 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.

13.3.5. 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.

13.4. **Stage IV**

13.4.1. A product demonstration shall be seen by the evaluation committee to check their specifications, standards and quality. The products of bidders not conforming to required standards and specifications will not qualify. Product demonstration clause is further explained in detail in para 14 of this document.

13.4.2. Bidders qualifying this stage shall be eligible for empanelment on approval by the competent authority for a period of three years.

13.5. **Stage V**

13.5.1. Price bids of only empanelled bidders shall be opened in presence of the empanelled bidders or their authorised representatives as per date, time and

place decided by the bank. Bidders shall be informed through email to local office for participation in bidding process.

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

13.5.3. A written offer shall be given to L2 and/ or L3 bidder(s) to match L1 price and a written confirmation for matching L1 price shall be obtained.

13.5.4. Bank reserves the right to distribute the work among the shortlisted bidders keeping in view their relative strengths and operational convenience. Therefore, the lowest tendering firm shall not have sole claim over the complete order.

13.5.5. In case Bank decides for distribution of the work, the L2 and/or L3 bidder(s), shall give offer to match the L1 rates. If L2 and/or L3 bidder(s) agree to match the L1 rates, the original L1 bidder will get 60% of the work and the remaining 40% work will be distributed equally among the L2 and/or L3 bidder. Bidder(s) with L4 rate and beyond shall not be considered for any contract arising out of this tender process.

13.5.6. In case there is more than one L1 bidder, then the work shall be split equally among them and in such case no option shall be offered to L2 or L3 bidders to match the L1 rates.

13.5.7. Price bid comparison and for determining L1 bidder for CCTV systems following formula will be applied after verifying price bids of each bidder for its completeness and reasonability:-

{(Total Cost as per Sl. 9 of Price Bid format) + [(AMC charges for 4 CH + 8 CH + 16 CH CCTV Systems per year) x (3 year - Warranty period)]} - Buyback charges as per Sl. 10 (j) of Price Bid format = \_\_\_\_\_ Rs.

13.5.8. For EAS price bid comparison and for determining L1 bidder for EAS systems following formula will be applied after verifying price bids of each bidder for its completeness and reasonability:-

[Total Cost as per Sl.7 of Price Bid format + (AMC charges per year X 3) - Buy Back as per Sl. 8 (c) of Price Bid format] = \_\_\_\_\_ Rs.

13.5.9. For FAS price bid comparison and for determining L1 bidder for EAS systems following formula will be applied after verifying price bids of each bidder for its completeness and reasonability:-

[Total Cost as per Sl.8 of Price Bid format + (AMC charges per year X 3) - Buy Back as per Sl. 9 (c) of Price Bid format] = \_\_\_\_\_ Rs.

13.5.10. Non-qualifying bidders shall be intimated with reason(s) for non-qualification.

**14. PRODUCT DEMONSTRATION**

14.1. Firms/Vendor/suppliers shall be required to give full demonstration of the systems/ products offered by him at their own cost at Regional Office, Nagpur, or any other convenient site suitable to the bank.

14.2. 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. The firm/Vendor/supplier, if awarded contract, is bound to supply System of specific Brand/ Make/ Manufacturer only which is demonstrated during the entire period of contract.

14.3. 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.

**15. VALIDITY OF EMPANELMENT AND RATE CONTRACT**

15.1. The empanelment of vendors/suppliers shall be valid for three years from the date of empanelment. In special cases, the empanelment period can be extended beyond three years for a specified period not exceeding one year for circumstances unforeseen.

15.2. Empanelment will be valid provided all points of eligibility criteria mentioned in the RFP are fulfilled during the entire empanelment period.

15.3. The Rate contract for supply, installation and AMC will be for the period of one year. The rates fixed at the time of contract will be non negotiable and no revision will be permitted. However after satisfactorily completion of the contract if both parties are willing to continue the contract at the existing rates, terms and conditions, the rate contract may be renewed for another year. However renewal of contract period will not exceed the maximum of three years from the date of original contract.

15.4. If the service provided by vendor/supplier is found to be unsatisfactory or if at any point of time during the empanelment/contract period, it is found that the information provided by vendors/suppliers is false or factually incorrect, the Bank reserves the right to remove vendors/suppliers from the empanelment /contract without giving any notice. Bank's decision in this regard will be final and binding on the vendors/suppliers.

**16. PRICE FREEZING**

The prices finalized shall remain valid for a period of 36 months from the date of finalization of bids. However, AMC rates will be valid for 3 years from the date of award of equipment.

**17. PERFORMANCE BANK GUARANTEE**

17.1. On awarding of rate contract for supply, installation & AMC, the firms/ vendor/ suppliers shall submit within 20 days of receipt of contract letter, a Performance Bank Guarantee (PBG) of Rs.5,00,000/- (Rupees Five Lakhs only) for CCTV Systems, Rs. 2,00,000/- (Rs. Two Lakhs Only) for Electronic Alarm System and Rs. 2,00,000/- (Rupees Two Lakhs Only) for Fire Alarm System as per Annexure-VII to Regional Office, Nagpur, valid for a period of 42 months from the date of rate contract, issued by a scheduled commercial bank other than Union Bank of India favoring Union Bank of India, payable at Nagpur.

17.2. The Bank will have right to make good all liabilities arising out of this tender process/contract/work allotted by invoking the PGB in part or full as the case may be.

17.3. In case the Regional Office of the bank sub divides into two or more Regions the firms may enter into contract with new Regional offices of the bank after submission of separate PBGs on the existing terms and conditions. In such case if one vendor/supplier does not submit PBG for a period of subsequent 42 months within the time given by bank their share of contract will be justifiably divided among other vendor/suppliers.

## 18. TERMS OF IMPLEMENTATION

18.1. Cost of all components should be pre-approved at the time of Rate contract. To avoid this firms are advised to quote for all components which may be needed in installation/repair of the equipments. If the rate of any component is not quoted, the firm has to do it within the non-comprehensive AMC cost.

18.2. The vendor/supplier shall deliver the system/ product within 10 days from the date of receipt of Purchase order at the Branches/ ATMs/ Offices as per details of delivery locations to be provided with PO.

18.3. The vendor/supplier shall install the System / product as per Bank's requirement and make them operational at the respective locations within 05 days after delivery.

18.4. The vendor/supplier shall provide service support as and when required during the warranty period and thereafter, if required by the Bank.

18.5. On Installation/ Servicing, vendor/supplier/representative will explain the operation of system and clear doubts of employees of the bank.

18.6. The total duration for supply, installation and commissioning of new system 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.

## 19. MINIMUM MAINTENANCE STANDARD REQUIRED

19.1. The vendor/supplier/supplier 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/supplier should provide replacement/ substitute of the same till the hardware is returned duly repaired without any additional charges.

19.2. During Warranty period, the vendor/supplier 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 Pen Drive/ DVD /CD will be provided by the bank.

19.3. The vendor/supplier should respond within 24 hrs to request made by the branch to provide necessary backup data for police/court without any additional charges.

19.4. The engineers/technicians of vendor/supplier 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 minimum 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. No transportation charges would be admissible for transporting the defective system to the service centre/workshop and back. The downtime of any of the security systems should not exceed three working days from the date of reporting of malfunction/defect.

19.5. All complaints /service requests by branches/ offices reported/ conveyed through telephone/ Email/ Whats App message to the vendor/supplier shall be registered at complaint cell and shall be acted upon within the stipulated time.

## 20. ANNUAL MAINTENANCE CONTRACT (AMC)

20.1. On-site Annual Maintenance charges, for the post warranty period, must be quoted on a yearly basis, in the Commercial Offer. The vendor/supplier will have to service/ maintain the CCTV system, Electronic Alarm System and Fire Alarm System with Auto Dialer installed at branches/ offices/ATMs at quarterly interval during warranty period and AMC period at the rates quoted in Commercial Offer. **No AMC charges will be paid during warranty period.**

20.2. Cost of all spares and labour charges shall be borne by the vendor/supplier during warranty period. **No AMC charges will be paid to the vendor/supplier during the warranty period.**

20.3. The vendor(s)/service provider(s) will also be liable to depute suitable technician each time to concerned branch/office within 24 hours of branch/office raising complaint to report any defect on all installed security gadgets/equipment and Bank will not be liable to pay any charges on account of any number of trips made by technicians till such time complaint is fully resolved and demonstration is given to staff post resolution of complaint and a record is obtained on service report containing the branch seal & sign of Branch Head and submitted in triplicate (Original to be given to concerned Branch/ Office, 01 copy to Regional Office and 01 copy to be retained with the vendor(s) for records).

20.4. On completion of all service visits/complaint call visits, a servicing report giving details of defects, rectification activity and current status of the equipment as per the format prescribed by the Bank, duly countersigned by the branch official with name,



designation & mobile number shall be submitted to the respective branch/office and to the Regional Office, Nagpur.

20.5. The vendor/supplier is expected to ensure maintenance standards as mentioned this RFP/contract letter/purchase or work order.

20.6. The vendor/supplier should be willing to take over the AMC of existing CCTV System, Electronic Alarm Systems (EAS) and Fire Alarm Systems (FAS) with Auto Dialers installed in branches/offices/ATMs irrespective of their make, model and/ or vintage.

20.7. 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 the currency of warranty period and AMC period without any additional cost to the Bank.

20.8. Cost of all components should be pre-approved at the time of Rate contract. To avoid this firms are advised to quote for all components which may be needed in installation/repair of the equipments. If the rate of any component is not quoted, the firm has to do it within the AMC charges payable to the vendor/ service provider.

20.9. If the vendor/supplier doesn't replace the system as said in sub section above within a complaint period of four week, bank will have the right to replace the faulty equipment with any other empanelled vendor/supplier and make good the book value of the faulty system from the supplier of the faulty equipment by any means.

20.10. During AMC period the engineers/technicians of the vendor/supplier should visit the branches/officers on **quarterly intervals** with a minimum gap of 75 days between each service visit during bank working hours in addition to any number of 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.

20.11. During AMC period, the vendor should provide backup in DVD or any other storage device provided by the bank, as and when required, which is a mandatory obligation. No additional payment will be made on the Bank/ branch for such service.

20.12. AMC Payment will be made by respective branch/ office in four equal installments by respective branch (one installment after every quarterly visit). Payment will be done only after production of quarterly service visit report along with the invoice. 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.

20.13. During each AMC visit the engineer/technician shall explain the working of system to the officials of the branch/office and hand over the list of Telephone Numbers fed in the Auto dialer to the branch/ office free of cost which is a mandatory obligation.

20.14. Each branch/office shall be provided with escalation matrix having name, designation, mobile number of the officials of the vendor/supplier for logging complaints/escalation of complaints. A tally denoting name of the vendor/ service

provider along with contact details of local technician/ engineers will be affixed on the security equipment during first quarterly service visit and it will also need to be updated in case any change.

20.15. All complaints /service requests by branches/ offices reported/ conveyed through telephone/ Email/ Whats App message to the vendor/supplier shall be registered at complaint cell and shall be acted upon within the stipulated time.

## 21. ASSIGNMENT OF OBLIGATION

The contracted vendor/supplier/supplier shall not assign, in whole or in part, its obligations to perform under the contract to any other entity, except with Bank's prior written consent.

## 22. AVAILABILITY OF SPARES

22.1. The Vendor/supplier/supplier should ensure that the spares for the CCTV system, Electronic Alarm System and Fire Alarm System with Auto Dialer are available for at least six years from the date of installation of equipment. No obsolete equipment should be supplied to the bank.

22.2. A written undertaking in this regards, shall be obtained from the original equipment manufacturer (OEM) of the CCTV system, Electronic Alarm System and Fire Alarm System with Auto Dialer and submitted along with the TBO.

## 23. PATENTS RIGHTS

23.1. The vendor/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.

23.2. The vendor/supplier/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 the same, including all expenses and court and legal fees.

23.3. The Bank will give notice to the vendor/supplier/supplier of any such claim without delay, provide reasonable assistance to the vendor/supplier/supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

23.4. The vendor/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.

## 24. DELAYS IN THE VENDOR/SUPPLIER'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the vendor/ supplier in accordance with the time schedule specified by the Bank. Any delay in performing the obligation by the vendor/supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

**25. LIQUIDATED DAMAGES FOR DELAY IN INSTALLATION**

25.1. Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% of the total cost of CCTV system and/ or Electronic Alarm System and/ or Fire Alarm System with auto dialer per site per day will be charged for every day delay in delivery subject to maximum 10% of the total cost in each case.

25.2. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the vendor/supplier or invoking PBG in part or full.

**26. PENALTY FOR LACK OF SERVICE SUPPORT**

26.1. Bank expects proper service support during warranty and post warranty period. The CCTV system, Electronic Alarm System, Fire Alarm System with auto Dialer should be set right within 72 hours of reporting the complaint. In case the system is down for more than three working days and no substitute is provided by the vendor/supplier, a penalty of Rs. 500/- per day may be charged, from the 4th day of the complaint to the maximum of Rs. 5000/-per case. Such penalty shall be recovered from the amount payable to the vendor/supplier or quarterly AMC charges to be paid by the Bank. If such case are reported more than three times in a year, the Bank may terminate the contract and replace the faulty system and make good the proportionate loss from the PBG.

26.2. Vendor/supplier should respond within 24 hrs to request made by the branch to provide necessary backup data for police/court. If the vendor/supplier fails to respond a penalty of Rs. 500/- per day may be charged, from the fourth day of complaint to the maximum of Rs. 5000/- per case. Such penalty may be recovered from the amount payable to the vendor/supplier or quarterly AMC charges to be paid by the Bank. If such case reported more than three times in a year, Bank may terminate the contract.

**27. LIABILITY**

Vendor/supplier'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 system) and tangible personal property caused by vendor/supplier's gross negligence/lapse or due to below standard equipments used by vendor/supplier. Vendor/supplier shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipments under the contract agreement/purchase order.

**28. WARRANTY**

28.1. The offer must include comprehensive on-site mandatory warranty of two years from the date of installation & commissioning of the equipments. However, there should not be any additional cost for the warranty period. No AMC charges will be admissible in warranty period however quarterly service visit is mandatory during warranty period.

28.2. The offer must include comprehensive on-site warranty for batteries for at least two years from the date of installation and commissioning of the equipments. However, there should not be any additional cost for the warranty period.

28.3. Vendor/supplier 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/supplier must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor/supplier shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.

28.4. 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/supplier is expected to ensure same maintenance standards clause.

## 29. **UNDERTAKING BY VENDOR/SUPPLIER & ORIGINAL EQUIPMENT MANUFACTURER (OEM)**

29.1. The vendor/supplier must give an undertaking that all components used in the system supplied are new and original and not refurbished. This must be submitted along with the Invoices else payment will not be released.

29.2. Additionally, a certificate issued by OEM stating that the equipment including all accessories and components being supplied adhere to the minimum technical specifications of the RFP, shall be submitted to the concerned branches/offices where the system is installed, prior to commencement of installation of new system/equipment.

## 30. **ORDER CANCELLATION**

30.1. If the contracted vendor/supplier fails to deliver and/or install the equipment within 15 days or the extended date communicated by the Bank, it will be a breach of contract.

30.2. The Bank reserves its right to cancel the order in the event of delay in delivery/installation/commissioning of equipment.

30.3. The Bank shall cancel the rate contract issuing one month notice without giving any reason for such cancellation.

## 31. **FORCE MAJEURE**

31.1. Notwithstanding the above provisions, the vendor/supplier shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

31.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the vendor/supplier and not involving the vendor/supplier'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 vendor/supplier shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the vendor/supplier 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.

## 32. **TERMINATION FOR DEFAULT**

32.1. The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the vendor/supplier, may terminate this contract in whole or in part, if the vendor/supplier fails to perform any obligation(s) under the contract.

32.2. In the event of the Bank terminating the contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the bidder shall be liable to the Bank for any excess costs for such similar services.

## 33. **TERMINATION FOR INSOLVENCY**

The Bank may at any time terminate the Contract by giving written notice to the vendor/supplier, if the vendor/supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the vendor/supplier.

## 34. **QUALITY REVIEW OF THE WORK/PERFORMANCE**

The Bank may undertake independent review of quality of work and supply of equipment by the contracted vendors/suppliers. Also, the adherence to terms and conditions of RFP may be reviewed. If the quality of work and equipment (supply/installation/maintenance) are found to be inferior to the prescribed specifications mentioned in the RFP, it will be termed as a breach of Contract. In case of deviation by the firm/s, Bank reserves right to correct the deficiencies/deviations by any means including invoking the Performance Bank Guarantee and the Bank may allot the work to other empanelled vendor/supplier.

## 35. **GOVERNING LAW AND DISPUTES**

35.1. The provisions of this tender shall always be subject to government notifications, any rules/guidelines that may be in force from time to time.

35.2. 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 at Regional Office, Nagpur.

35.3. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of “Arbitration and Conciliation Act 1996” or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The arbitrator shall be appointed with the mutual consent of both the parties. However there is a provision of appeal if either party is not satisfied with the arbitration award.

35.4. During the arbitration proceedings the vendor/supplier 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. **The venue of the arbitration shall be Nagpur.**

### 36. **SIGNING OF CONTRACT**

If Bank decides, then the successful L1 bidder(s) shall be required to enter into a contract with 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, Nagpur. In the absence of any formal contract, the contract letter duly accepted, work orders thereupon, this RFP document and any other related document will be treated as contract. Bank shall have the option of terminating the contract during the contract period by giving one months’ notice.

### 37. **PAYMENT TERMS & CONDITIONS**

37.1. No advance payment of any nature, for procurement, supply, installation or AMC charges shall be made by the bank.

37.2. All payments either for purchase or AMC shall be made by respective branches/offices installed with CCTV systems, Electronic Alarm System, Fire Alarm System with Auto Dialer, effecting TDS, if applicable.

37.3. Payment for purchase of new equipment shall be released only after completion of satisfactory supply & installation, user training and on submission of required undertakings & certificates along with Tax invoice to the branches/offices.

37.4. In case of use/ requirement of less cameras/components than that mentioned in the package at any site, the pro-rata cost of the same as given in accessories rates will be deducted from package rate.

37.5. Payment for AMC charges after warranty period of two years shall be made by respective branches/offices on quarterly basis on completion of quarterly service visit and on submission of tax invoice accompanied with servicing report for the quarter.

37.6. If the vendor/supplier fails to attend quarterly visit it will be treated as a lapse in service by the vendor/supplier and AMC charges for that quarter will be forfeited. AMC charges of such lapsed quarters cannot be claimed afterwards.

37.7. Tax invoice /bill for AMC charges not accompanied by servicing report or system being out of order due to lack of prompt service to rectify defect, if any, shall not be paid by the bank till the time the defect is rectified. On rectification of defects, such payments shall be released after implementing the penalty clause.

### 38. CLARIFICATIONS

For further clarifications, if any, you may contact Regional Security Officer, Union Bank of India, Regional Office Nagpur, 34/2 Ashirwad Commercial Complex, 2nd Floor Central Bazar road Ramdaspath Nagpur - 440010

Regional Head

Annexure-I

(Letter of Undertaking on Company Letter head)

To

The Regional Head,  
Union Bank of India,  
Regional Office, Nagpur

**SUB: Bid for Supply, Installation & Non-comprehensive AMC of  
CCTV systems, Electronic Alarm System, Fire alarm System with Auto Dialer  
to the branches, offices, ATMs in Nagpur Region of Union Bank of India**

Dear Sir/Madam,

1. With reference to your tender notice published in Newspapers on.....and the RFP published in your website with effect from ....., having examined and understood

the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the Annual Rate Contract for supply, installation & Non-comprehensive Maintenance Contract for repair & maintenance of security related equipments as mentioned in your above referred RFP.

2. We undertake and confirm the following;
- Our firm has not been disqualified or blacklisted by any Public or Private Sector Bank/Public sector undertaking in relation to the services mentioned in RFP.
  - The offer shall remain valid for 90 days from the last date for submission of the offer.
  - 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.
  - Also, we undertake to abide by all governing laws, rules and regulations in relation to the services mentioned in the RFP. No monetary claims will be made on the Bank except those mentioned in the Price Bid and as agreed while signing contract or accepting work order.
  - We have read the clause regarding restrictions on procurement from a bidder from a country or countries which share land borders with India; We certify that We, M/s \_\_\_\_\_ (Name of the bidder) are not from such a country / from such a country and have been registered with competent authority (strike out whichever is not applicable). We hereby certify that we bidder fulfill all requirements in this regard and are eligible to be considered.

Note:-

- Where applicable valid registration certificate should be attached.
- The registration mentioned should be valid at the time of submission of bids and during entire empanelment/contract period.
- If at any time during contract period, the validity of registration is found invalid, bank will take all actions as per law and government guidelines.

3. We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.

4. The details of Demand Drafts submitted towards cost of RFP document & Earnest Money Deposit are as follows:

Details	Tender Document fees	Earnest Money Deposit
DD No.		
Date		
Name of the issuing Bank		
Name of the Branch		
Amount		

Yours faithfully,



Authorized Signatory  
(Name & Designation, seal of the firm)

Annexure-II

PROFILE OF VENDOR / SUPPLIER

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(s) 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, TAN) No. :
- II. Service Tax no. :
- III. EPF Regn. No. :
- IV. ESI Regn. No. :
- V. TIN / VAT No. :

(Enclose self attested copies)

b) Registration with Tax Authorities in **Maharashtra** :

- I. TIN/ VAT No.
- II. Service Tax No.
- III. GST NO
- IV. Any other

(Enclose self attested copies)

c) Address, Cell./Tel. Nos. of Offices/Branches in **Maharashtra**, 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 Latest 3 years (Enclose self attested copies) : Enclosed / Not enclosed

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

Name of the Organization	Year since empanelled	For equipment (CCTV system/ EAS/ FAS)	Whether AMC/Supply

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 5 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 Western Maharashtra:

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



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14. Whether the firm is ISO certified:

15. 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.

Authorized Signatory  
(Name & Designation, seal of the firm)

**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)	
(3) 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. Emails from gmail, rediffmail and other similar domains will not be accepted.
2. Confidential feedback from the clients will be undertaken from mentioned email id only.
3. Reference site details 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/ contract. No complaint in this regard will be entertained under any circumstances.

Authorized Signatory  
(Name & Designation, seal of the firm)

(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)

- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_

(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 enumerated in the table below:

**CCTV System:-**

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 (1TB)		
5.	Surveillance grade DVR HDD (2TB)		
6.	Surveillance grade DVR HDD (4TB)		
7.	Surveillance grade DVR HDD (6TB)		
8.	Surveillance grade DVR HDD (8TB)		
9.	Colour infrared HD Dome Camera (Vari-focal)		
10.	Colour infrared HD Bullet Camera (Vari-focal)		
11.	Colour infrared HD Dome Camera (fixed-focal)		
12.	Colour infrared HD Bullet Camera (fixed-focal)		
13.	Colour HD Pinhole/Hidden Camera		
14.	Full HD LED Monitor 19”(1080P or more)		

15.	Full HD LED Monitor 21”(1080P or more)		
16.	Full HD LED Monitor 26”(1080P or more)		
17.	Full HD LED Monitor 32”(1080P or more)		
18.	Weather/Vandal proof kit		
19.	RG-6 Co-axial cable with ISI marking		
20.	2 Core/36 Power cable with ISI marking		
21.	PVC conduit pipe/Channel/casing with ISI marking		
22.	DVR cabinet (2U Cabinet)		
23.	DVR cabinet (4U Cabinet)		
24.	DVR cabinet (6U Cabinet)		
25.	Wall Mount for monitor		
26.	Wireless Mouse with On/Off switch - complete set		

**Electronic Alarm System (EAS):-**

Sr. No.	Description	Make	Model No.
1.	Electronic Alarm System (EAS) Control Unit		
2.	Passive infrared sensor (Pet Immune type)		
3.	Vibration (motion) detector		
4.	Magnetic sensor		
5.	Day mode panic switch		
6.	Rechargeable battery (12V, 7Ah)		
7.	High power Hooter (5W, 90 dB)		
8.	High power Hooter (15W, 150 dB)		
9.	ISI marked copper FRLS Wiring		

**Fire Alarm System (FAS):-**

Sr. No.	Description	Make	Model No.
1.	Fire Alarm System (FAS) Control Unit		



2.	User programmable PSTN based Auto dialer compatible with EAS and FAS		
3.	GSM SIM based Auto dialer compatible with EAS and FAS		
4.	Optical type smoke detector		
5.	Heat detector		
6.	Flame Detector (UV/IR type)		
7.	Response Indicator		
8.	Electronic Hooter		
9.	Manual call Point (Glass Break Type) with Hammer		
10.	Manual call Point (Thumb Press Type)		
11.	ISI marked copper FRLS Wiring 2 core 1.5 sq. mm		

Authorized Signatory  
(Name & Designation, seal of the firm)

**DECLARATION FOR COMPLIANCE**

**Acceptance of all terms and conditions including scope of work**

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).

Signature

Seal of company

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

**PRICE BID OFFER**

**A. COMMERCIAL BID FOR SUPPLY AND NON-COMPREHENSIVE AMC OF CCTV SYSTEM FOR BRANCHES, ATMs & OFFICES**

Name and address of the Firm		
Sr. No.	Description	Rate in INR (Rs.)
1.	Package cost of 4-Channel CCTV system: one 04 CH HD DVR (all camera as per specifications) + 02 IR HD Colour Dome camera + 01 outdoor HD Colour IR Bullet camera + 01 Pinhole/Hidden camera 01 LED monitor (21" or above) + 8 TB surveillance grade DVR hard disc + one SMPS for Cameras 10 Amps rating + complete wiring & cabling (as per specs given under technical requirements in RFP) + Wireless mouse set + DVR cabinet + Wall mount for monitor + Installation charges.	
	Specify Brand and Model of DVR	
	Specify Brand and Model of Monitor	
	Specify Brand and Model of cameras	
	Specify Brand and Model of Surveillance Grade DVR Hard Disk	
2.	Package cost 8-Channel CCTV system: one 08 CH HD DVR (all camera as per specifications) + 07 IR HD Colour Dome camera + 01 outdoor HD Colour IR Bullet camera + 01 LED monitor (26" or above) + 16 TB surveillance grade DVR hard disc + Two SMPS for Cameras 10 Amps rating + complete wiring & cabling (as per specs given under technical requirements in RFP) + Wireless mouse set + DVR cabinet + Wall mount for monitor + Installation charges.	
	Specify Brand and Model of DVR	
	Specify Brand and Model of Monitor	
	Specify Brand and Model of cameras	
	Specify Brand and Model of Surveillance Grade DVR Hard Disk	
3.	Package cost of 16-Channel CCTV system: one 16 CH HD DVR (all camera as per specifications) + 14 HD Colour IR Dome camera + 02 outdoor HD Colour IR Bullet camera + 01 LED monitor (26" or above) + 32 TB surveillance grade DVR hard disc + Four SMPS for Cameras 10 Amps rating + complete wiring (as per specs given under technical requirements in RFP) + Wireless mouse set + DVR cabinet + Wall mount for monitor + Installation charges/Labour charges if any	
	Specify Brand and Model of DVR	
	Specify Brand and Model of Monitor	
	Specify Brand and Model of cameras	
	Specify Brand and Model of Surveillance Grade DVR Hard Disk	
4.	<b>Mandatory warranty for new system</b>	<b>Two years</b>

5.	<b>Non-Comprehensive AMC Rates</b>	
(a)	Non-Comprehensive Annual Service Charges for FOUR MANDATORY quarterly visits - Rate per system per annum for Non-Comprehensive AMC including replacements of DVR, hard disc, cameras & all other components & wiring. Complaints to be attended free of charge.	
(b)	Non-Comprehensive Annual Service Charges for FOUR MANDATORY quarterly visits - Rate per system per annum for Non-Comprehensive AMC including replacements of DVR, hard disc, cameras & all other components & wiring. Complaints to be attended free of charge.	
(c)	Non-Comprehensive Annual Service Charges for FOUR MANDATORY quarterly visits - Rate per system per annum for Non-Comprehensive AMC including replacements of DVR, hard disc, cameras & all other components & wiring. Complaints to be attended free of charge.	
6.	<b>Rates of Components/accessories/spares:-</b>	
(a)	DVR 4-channel <b>Specify Brand and Model -</b>	
(b)	DVR 8-channel <b>Specify Brand and Model -</b>	
(c)	DVR 16-channel <b>Specify Brand and Model -</b>	
(d)	Colour Infrared HD Dome camera with True Wide Dynamic Range & vari-focal lens (2.8 mm to 12 mm) as per specs <b>Specify Brand and Model -</b>	
(e)	Colour Infrared HD Bullet camera with True Wide Dynamic Range, all weather IP 66 rating or more, vandal proof rating of IK 10 rating or more, lens vari-focal (2.8 mm to 12 mm) as per specs <b>Specify Brand and Model -</b>	
(f)	Colour Infrared HD Dome camera with True Wide Dynamic Range & fixed focal lens (3.6 mm) as per specs <b>Specify Brand and Model -</b>	
(g)	HD resolution Colour Pin Hole/Hidden camera fixed focal length 2.8 mm (as per specs) <b>Specify Brand and Model -</b>	
(h)	LED Monitor supporting full HD (1080P) 19" screen or more for 4 Channel DVR <b>Specify Brand and Model of LED Monitor -</b>	
(i)	LED Monitor supporting full HD (1080P) 21" screen or more for 8 Channel DVR <b>Specify Brand and Model of LED Monitor -</b>	
(j)	LED Monitor supporting full HD (1080P) 26" screen or more for 16 Channel DVR <b>Specify Brand and Model of LED Monitor -</b>	
(k)	LED Monitor supporting full HD (1080P) 32" screen or more for 16 Channel DVR <b>Specify Brand and Model of LED Monitor -</b>	
(m)	RG-6 co-axial cable with ISI marking in PVC conduit (rate per meter). <b>Specify Brand and Model cable and PVC conduit-</b>	
(n)	2 core/36 power unarmored cable with ISI marking in PVC conduit (rate per meter). <b>Specify Brand and Model cable and PVC conduit-</b>	
(o)	Hard disc 1000 GB (Surveillance Grade DVR Hard Disk) <b>Specify Brand and Model -</b>	



(p)	Hard disc 2000 GB (Surveillance Grade DVR Hard Disk) <b>Specify Brand and Model -</b>	
(q)	Hard disc 4000 GB (Surveillance Grade DVR Hard Disk) <b>Specify Brand and Model -</b>	
(r)	Hard disc 6000 GB (Surveillance Grade DVR Hard Disk) <b>Specify Brand and Model -</b>	
(s)	Hard disc 8000 GB (Surveillance Grade DVR Hard Disk) <b>Specify Brand and Model -</b>	
(t)	External DVD writer <b>Specify Brand and Model -</b>	
(u)	Internal DVD writer <b>Specify Brand and Model -</b>	
(v)	SMPS for Camera 10 Amps <b>Specify Brand and Model -</b>	
(w)	VGA Cable <b>Specify Brand and Model -</b>	
(x)	HDMI Cable (per meter length) <b>Specify Brand and Model -</b>	
(y)	DVR SMPS <b>Specify Brand and Model -</b>	
(z)	Wireless Mouse <b>Specify Brand and Model -</b>	
(aa)	Metallic box (4U Cabinet, Min Size (L*B) - 600mm*600mm) for securing DVR of CCTV with inbuilt power strip with sufficient number of power sockets and switches of appropriate rating, to house the DVR with opening from front and having a locking mechanism. The box should have perforated body for flow of air. Cost should include installation, levies/duties, transportation & labour etc. <b>Specify Brand and Model -</b>	
(ab)	Metallic box (6U Cabinet, Min Size (L*B) - 600mm*600mm) for securing DVR of CCTV with inbuilt power strip with sufficient number of power sockets and switches of appropriate rating, to house the DVR with opening from front and having a locking mechanism. The box should have perforated body for flow of air. Cost should include installation, levies/duties, transportation & labour etc. <b>Specify Brand and Model -</b>	
7.	<b>Any other item(s) (specify) along with Brand and Model: -</b>	
(a)		
(b)		
(c)		
(d)		
8.	<b>Other charges:-</b>	
(a)	Backup taking charges in CD. CD will be provided by vendor/supplier	
(b)	Backup taking charges in Pen Drive. Pen Drive will be provided by the branch/office	
(c)	Backup taking charges of full hard disk to another hard disk. Hard disk cost will be provided by the branch/office	
(d)	Shifting and re-installation of complete CCTV system from one site to another	
9.	<b>Total</b>	
10.	<b>Buy Back Rates:-</b>	

(a)	Buy back rate of existing 04 channel DVR any make & model without Hard disk	
(b)	Buy back rate of existing 04 channel DVR with hard disk of any make & model	
(c)	Buy back rate of existing 08 channel DVR of any make & model without hard disk	
(d)	Buy back rate of existing 08 channel DVR with hard disk of any make & model	
(e)	Buy back rate of existing 16 channel DVR of any make & model without hard disk	
(f)	Buy back rate of existing 16 channel DVR with hard disk of any make & model	
(g)	Buy back rate of existing Colour dome camera of any make & model	
(h)	Buy back rate of existing Colour IR camera of any make & model	
(i)	Buy back rate of existing Colour monitor working/defective of any make & model	
(j)	<b>Total of Buyback charges [total of rates quoted at Sl. 10 (a) to (i)]</b>	

**Note:**

1. All rates quoted for Package Rates and all other components quoted should be quoted in Indian rupees and should be inclusive of all levies/duties/transportation/installation charges etc. **GST/taxes shall be paid extra as per applicable rates.**

2. In case of use of less cameras/components mentioned in the package at any site, the pro-rata cost of the same as given in accessories rates will be deducted from package rate.

3. The AMC charges will be per annum for four quarterly visits and any other emergency visit.

4. In case the vendor/supplier 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.

5. **If rate of any spare parts is not mentioned in the price bid format and if vendor feels it is a mandatory spare then rate of such mandatory spare may be quoted separately.** Later on if it is observed that rates for certain accessory is not given, the individual firm will be responsible and the spare should be supplied without any extra charges to the bank.

6. For CCTV system price bid comparison and for determining L1 bidder for CCTV systems following formula will be applied after verifying price bids of each bidder for its completeness and reasonability:

$$\frac{\{(Total\ Cost\ as\ per\ Sl.\ 9) + [(AMC\ charges\ for\ 4\ CH + 8\ CH + 16\ CH\ CCTV\ Systems\ per\ year) \times (3\ year - Warranty\ period)]\} - Buyback\ charges\ as\ per\ Sl.\ 10\ (j)}{Rs.}$$

Authorized Signatory

(Name & Designation, seal of the firm)

**B. COMMERCIAL BID FOR SUPPLY AND NON-COMPREHENSIVE AMC OF ELECTRONIC ALARM SYSTEM FOR BRANCHES, ATMs & OFFICES**

Name and address of the Firm		
Sr. No.	Description	Rate in INR (Rs.)
1.	<p>Package cost of Electronic Alarm System for 4-Zone, microprocessor based, keypad (password) operated type (Day/Night Mode Available) with inbuilt/external PSTN/ GSM Auto Dialer + 08 Day mode panic switches + minimum 03 magnetic switches (01 for Branch + 01 magnetic switch for onsite ATM + 01 for Cash Recycler) + 02 pet immune PIR sensor + 03 Vibration Sensors + 02 External Hooters + 01 Inbuilt Hooter + SMF battery (Battery Backup for 8 Hrs) + Required cabling and ISI marked PVC conduit as per specifications. (, &amp; no. of.)</p> <p>• <b>Must comply with Technical Specifications/higher of this RFP Document</b></p> <p>Please specify brand</p> <p>Please specify model</p> <p>Please specify zones</p>	Rs.
2.	<p>Package cost of Electronic Alarm System for 2 Zone microprocessor based, keypad (password) operated type (Day/Night Mode Available) with inbuilt/external PSTN/ GSM Auto Dialer + 02 Day mode panic switches + minimum 03 magnetic switches (01 for ATM back room door + 01 magnetic switch for onsite ATM + 01 for Cash Recycler) + 02 pet immune PIR sensor + 03 Vibration Sensors + 02 External Hooters + 01 Inbuilt Hooter + SMF battery (Battery Backup for 8 Hrs) + Required cabling and ISI marked PVC conduit as per specifications.</p> <p>• (Must comply with Technical Specifications/higher of this RFP Document)</p> <p>Please specify brand</p> <p>Please specify model</p> <p>Please specify zones</p>	Rs.
3.	<p><b>Non-Comprehensive</b> Annual Maintenance Charges (irrespective of no. of zones) for <b>FOUR MANDATORY</b> quarterly visits - Rate per system per annum covering labour charges, visit cost, replacement cum installation charges for control panels, all components /sensors/ cables / Auto dialler etc. &amp; wiring. All Complaints to be attended free of cost. Any numbers of Complaints to be attended free of irrespective of make/ model/ vintage of the installed system.</p>	Rs. Per annum
4.	<b>Mandatory warranty for new Electronic Security alarm system</b>	<b>Two Years</b>
5.	<b>Rates for commonly used accessories replacements:-</b>	
(a)	Panic Switch - Hand operated	Rs.
(b)	Panic switch - Foot operated	Rs.

(c)	External Hooter (15W, 150 dB)	Rs.
(d)	Internal Hooter (5W, 90 dB)	Rs.
(e)	Magnetic sensor	Rs.
(f)	P I R sensor - Pet immune type	Rs.
(g)	Vibration sensor	Rs.
(h)	Wiring in ISI Marked PVC conduit pipe rate per meter	Rs.
(j)	Wiring in casing capping rate per meter	Rs.
(k)	Cost of per meter copper wire in conduit/casing	Rs.
(l)	Auto dialer Minimum 05 tel nos & 2 message capability - User programmable - separate unit	Rs.
(m)	Auto dialer Minimum 05 tel nos & 2 message capability - User programmable - separate unit- GSM SIM Based	Rs.
(n)	SMF batteries (specify rating i.e. V & Ah) as required for the system with _____ Months Warranty	Rs.
(p)	PCB	Rs.
(q)	Transformer	Rs.
(p)	Cost of new control panel/ Main Control Unit (MCU) - Micro-processor based, keypad operated, with DAY/NIGHT facility, tamper proof, at least 4-zone, On activation, sound must automatic switch off in a specified time. (ERTL / ETDC / BIS / UL or similar certification) • (Must comply with Technical Specifications/higher of this RFP Document)	Rs.
	Please specify brand	
	Please specify model	
	Please specify zones	
(q)	Key Pad	Rs.
(r)	Pressure sensor	Rs.
(s)	Any other component left out (nature of item)	Rs.
		Rs.
		Rs.
		Rs.
6.	Shifting & re-installation Charges (Entire System, within same premises or to alternate premises including Labour & transportation charges).	Rs.
7.	<b>Total Cost</b>	<b>Rs.</b>
8.	<b>Buy back</b>	<b>Rs.</b>
a.	Buy back rate for old Main Control Unit/ Panel ( when replaced with new)	Rs.



b.	Buy back rate for complete old system (including sensors/detectors & wiring), irrespective of the make, vintage, no. of zones and condition of the equipment	Rs.
c.	<b>Total cost of buyback [Sl. 8(a) + (b)]</b>	<b>Rs.</b>

**Note:**

1. Package Rates quoted should be inclusive of all levies / duties / installation charges/labour costs etc. All other GST/taxes are as per Govt. guidelines will be paid extra.
2. The Non-Comprehensive AMC amount will be per annum for four Quarterly visits and any other emergency.
3. 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.
4. In case of use of less items in any branch unless until asked for by the Bank, the pro rata amount of the same will be deducted from packaged rate as per given in accessories rates.
5. Rates of all possible accessories should be quoted, later on if it is informed that rate for certain accessory is not given, bidder will be responsible for the same and the accessory/spare has to be supplied within the AMC cost and without any extra cost to the bank.
6. For EAS price bid comparison and for determining L1 bidder for EAS systems following formula will be applied after verifying price bids of each bidder for its completeness and reasonability:

$$\frac{[\text{Total Cost as per Sl.7} + (\text{AMC charges per year} \times 3) - \text{Buy Back as per Sl. 8 (c)}]}{\text{Rs.}} =$$

Authorized Signatory  
(Name & Designation, seal of the firm)

**C. COMMERCIAL BID FOR SUPPLY AND NON-COMPREHENSIVE AMC OF FIRE ALARM SYSTEM WITH AUTO DIALER FOR BRANCHES & OFFICES**

Name and address of the firm		
Sr. No.	Description	Rate in INR (Rs.)
1	<p>Package Rates for <b>One 4 Zone control panel of latest microprocessor technology based as per latest version of IS:2189-2008 with external auto dialer (PSTN/ GSM SIM based) + 08 ionization smoke sensors + 04 optical smoke sensors + 02 heat detectors + 2 MCP + 2 RIs + 2 Hooters + 2 SMF batteries (12v-7AH each) + complete wiring and installation charges/labour charges. All cables are to be 2 core 1.5 Sq. mm copper conductor FRLS armoured and shielded copper cable and passed through PVC conduit/casing-capping.</b></p> <p><b>• Must comply with Technical Specifications/higher of this RFP Document</b></p> <p>Please specify brand</p> <p>Please specify model</p>	Rs.
2	<p>Package Rates for <b>One 2 Zone control panel of latest microprocessor technology based as per latest version of IS:2189-2008 with external auto dialer (PSTN/ GSM SIM based) + 06 ionization smoke sensors + 03 optical smoke sensors + 02 heat detectors + 1 MCP + 2 RIs + 2 Hooters + 2 SMF batteries (12v-7AH each) + complete wiring and installation charges/labour charges. All cables are to be 2 core 1.5 Sq. mm copper conductor FRLS armoured and shielded copper cable and passed through PVC conduit/casing-capping.</b></p> <p><b>• Must comply with Technical Specifications/higher of this RFP Document</b></p> <p>Please specify brand</p> <p>Please specify model</p>	Rs.
3.	<p><b>Non-Comprehensive Annual Maintenance Charges (irrespective of no. of zones) for FOUR MANDATORY quarterly visits - Rate per system per annum covering labour charges, visit cost, replacement cum installation charges for control panels, all components /sensors/ cables / Auto dialler etc. &amp; wiring . All Complaints to be attended free of cost. Any numbers of Complaints to be attended free of charge irrespective of make/ model/ vintage of the installed system.</b></p>	Rs. Per annum
4.	<b>Mandatory warranty period for New Fire Alarm System</b>	<b>Two Years</b>
5.	<b>Rates for commonly used accessories replacements :-</b>	

(a)	Minimum 4-zone, micro processor based control panel with required SMF batteries. Strictly conforming to IS specifications. <b>Please specify Brand/model-</b>	Rs.
(b)	Auto Dialer - PSTN based External Auto Dialer as per requirement with facility to dial at least 5 telephone /Mobile Nos. each and voice message of at least 30 seconds - separate unit	Rs.
(c)	Auto Dialer - In built GSM based External Auto Dialer as per requirement with facility to dial at least 5 telephone /Mobile Nos. each and voice message of at least 30 seconds - separate unit	Rs.
(d)	Optical type smoke detector - per piece	Rs.
(e)	Ionization type smoke detector - per piece	Rs.
(f)	Heat detector - per piece	Rs.
(g)	Flame Detector (UV/IR type)- per piece	Rs.
(h)	Response Indicator - per piece	Rs.
(i)	Electronic Hooter - per piece	Rs.
(j)	Manual call Point (Glass Break Type)- per piece	Rs.
(k)	ISI marked 2 core 1.5 sq. mm copper conductor FRLS armoured and shielded copper cable - <b>per meter</b>	Rs.
(l)	ISI marked casing capping - <b>per meter</b>	Rs.
(m)	Mother Board	Rs.
(n)	Transformer	Rs.
(o)	Power supply	Rs.
(p)	ISI marked PVC conduit pipe - <b>per meter</b>	Rs.
(p)	Battery 12 V-7 AH - per piece	Rs.
(r)	2 core wire for auto dialer per meter	Rs.
6.	<b>Any other components / parts</b>	
(a)		Rs.
(b)		Rs.
(c)		Rs.
7.	Shifting & re-installation Charges (Entire System, within same premises/ to alternate premises including Labour & transportation charges)	Rs.
8.	<b>Total Cost</b>	<b>Rs.</b>
9.	<b>Buy back</b>	
a.	Buy back rate for old main system panel ( when replaced with new)	Rs.
b.	Buy back rate for complete old system (including sensors/ detectors & wiring), irrespective of the make, vintage, no. of zones and condition of the equipment.	Rs.
c.	<b>Total cost of buyback [Sl. 8(a) + (b)]</b>	<b>Rs.</b>

**Note:**

1. Package Rates quoted should be inclusive of all levies / duties / installation charges/labour costs etc. All other GST/taxes are as per Govt. guidelines will be paid extra.
2. The Non-Comprehensive AMC amount will be per annum for four Quarterly visits and any other emergency.
3. 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.
4. In case of use of less items in any branch unless until asked for by the Bank, the pro rata amount of the same will be deducted from packaged rate as per given in accessories rates.
5. Rates of all possible accessories should be quoted, later on if it is informed that rate for certain accessory is not given, bidder will be responsible for the same and the accessory/spare has to be supplied within the AMC cost and without any extra cost to the bank.
6. For FAS price bid comparison and for determining L1 bidder for EAS systems following formula will be applied after verifying price bids of each bidder for its completeness and reasonability:

[Total Cost as per Sl.8 + (AMC charges per year X 3) - Buy Back as per Sl. 9 (c)] =  
Rs.

Authorized Signatory  
(Name & Designation, seal of the firm)

**FORMAT OF PERFORMANCE BANK GUARANTEE**  
**(Covering Delivery obligations)**

**Note:**

1. This guarantee should be furnished by a Nationalised Bank / Scheduled bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be 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.

Guarantee No.: \_\_\_\_\_

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

To

The Regional Head

Regional Office Nagpur,  
34/2 Ashirwad Commercial Complex,  
2nd Floor Central Bazar road,  
Ramdaspath  
Nagpur - 440010

Dear Sir,

In consideration of Union Bank of India, Regional Office, ..... placing an order for implementation of & on ..... having its registered Office at ..... (Hereinafter referred to as the 'Firm') as per the work order no. .... dated ..... (hereinafter referred to as the said contract), We ..... (Name of the Guarantor bank), a 'scheduled bank', issuing this guarantee through its branch at ..... presently located at ..... (hereinafter referred to as the 'bank'), do hereby irrevocably and unconditionally guarantee the due performance of the firm as to the Supply,

Installation, Non-Comprehensive AMC of .....  
 .....

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 breach by the said vendor of any of the terms and conditions of the 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 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 forbear

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 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 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 of 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 event 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 \_\_\_\_\_ (Date).

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 \_\_\_\_\_ (Date) 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:

Dated this ..... Day of \_\_\_\_\_ (month, year) at ..... (Place).

Witness:

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

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