

 बड़ौदा यू.पी.बैंक
Baroda U.P. Bank

पडरौना क्षेत्र के अंतर्गत शाखाओं/कार्यालयों के सीसीटीवी एवं अलार्म सिस्टम के अनुरक्षण व रखरखाव हेतु निविदा आमंत्रण

NOTICE INVITING TENDER FOR NON-COMPREHENSIVE AMC OF
CCTV, AND ALERT ALARM SYSTEMS FOR BRANCHES/OFFICE
UNDER PADRAUNA REGION

Ref No- 2024-25/RMP/GEN/

Date- 09.07.2024

Start Date	: 09.07.2024	
End Date	: 30.07.2024	04:00 PM
Date of Bid Opening	: 30.07.2024	04:30 PM

Address for submission of Tender/Bid/Proposal

The Regional Manager
Baroda U.P Bank
Regional Office Padrauna
Chhawani, Purvi Ward No-1
Kushinagar - 274304(UP).

Contact Info: 10 am to 5.00 pm (on working days)
E Mail : pe.rokush@barodauprrb.co.in
Mob No : 9984039927

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NOTICE INVITING TENDER FOR NON-COMPREHENSIVE AMC OF CCTV AND ALERT ALARM SYSTEM (PERIOD 01-08-2024 TO 31-07-2025)

Sealed quotations are invited from the reputed companies/firms for on-site maintenance of CCTV & Alert Alarm System installed at various Branches/Offices of our- Bank located in Kushinagar District under the control of Regional Office, Padrauna.

Eligibility Criteria:

1. The firms/Companies should have minimum 3 years of experience in field of Annual Maintenance Contract in PSBs and Financial Institutions.
2. The Bidder should have minimum Rs. 10.00 Lac Turnover in any one year of previous three financial years i.e 2021-22, 2022-23, 2023-24 for services/maintenance of CCTV & Alert Alarm System. Balance Sheet of FY-2021-22, 2022-23, 2023-24 Certified by Chartered Accountant must be attached (Balance Sheet Certified by CA must have UDIN number)
3. The firm should have been registered with Government Department and shall provide Self Attested Copy of PAN/GSTIN No. with the bid.
4. The firm should have its support office/Service Centre at Padrauna. In case the vendor does not have its own setup, at least one dedicated staff should be resident in the region for providing support.
5. The firm/Company should not have been blacklisted by any Public Sector Bank/PSU Government Department in the past.

Payment Terms:-

1. Non-Comprehensive Annual Maintenance Charges shall be paid on pro-rata basis at the end of each quarter after submission of satisfactory service report duly verified by branches.
2. No advance payment shall be made in any case.
3. TDS/GST TDS to be deducted as applicable from time to time.

Earnest Money Deposit (EMD):

- ❖ Earnest Money Deposit of Rs. 5,000.00 {Rupees Five Thousand Only) has to be submitted by the way of Demand Draft/Banker's Cheque/ Pay Order drawn in favour of "Baroda UP Bank" payable at Padrauna. Earnest Money Deposit will not carry any interest.
- ❖ The Earnest Money Deposit of unsuccessful bidders will be refunded accordingly in due course.
- ❖ The Earnest Money Deposit of the successful bidder shall be refunded one month after successful completion of AMC Tenure subject to renewal of AMC if any.
- ❖ Under Government Guidelines for "Public Procurement Policy For Micro and Small Enterprises (MSE) Order,2018" interested MSEs Firms/Companies may submit their quotation with all relevant documents and valid certificate for relaxation of EMD.

The Earnest Money Deposit will be forfeited if:

- ❖ The successful bidder withdraws from the AMC without any notice to the bank before completion of AMC period/tenure. Bidder must inform the bank and would need to provide service for minimum period of 2 months from the date in case of withdrawing from AMC before date mentioned in Contract.
- ❖ The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- ❖ The bidder violates any of the provisions of the terms and conditions of this TENDER specification. Earnest Money Deposit will be refunded for the unsuccessful bidders within one month from the date of opening of bids.

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Security Deposit/Retention Money:

Security Deposit/Retention Money of Rs. 20000/- has to be submitted by the way of Fix Deposit of Baroda U.P. Bank. It will be released after completion of AMC period of one year from date of AMC agreement.

Other Terms and Conditions:-

1. The Rate Contract with the selected vendor will be valid up to a period of two Years from the date of acceptance of the rates.
2. The contract will be effective for one year and may be renewed on expiry for further period of one next year.
3. Maintenance Charges include all taxes and government levies as applicable (Other than GST) or becoming applicable later due to operation of or under any existing or new laws, The taxes & Government whatsoever (Other than GST) be borne by the vendor.
4. The contract will be on non-comprehensive onsite maintenance.
5. The maintenance service includes preventive and corrective maintenance of the CCTV & Alarm System. Preventive maintenance should be carried out on quarterly basis. Preventative maintenance Includes cleaning of internal circuit board and all other measures necessary for proper functioning of the machine. Corrective maintenance includes repairing/replacement of the machine spares parts.
6. The vendor should provide dedicated resident engineer, who will act as single point contact over phone, He will be responsible for point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00 AM to 06:00 PM.
7. All the calls lodged should be attended within 48 hours.
8. The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
9. It shall be the responsibility of the vendor to make all the CCTV & Alarm System work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract.
10. Bank may decide to add or remove certain CCTV & Alarm System from the AMC at any point of time during the contract. Payment for any Inclusion/deletion of System during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case.
11. The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.
12. The Bank reserves the right to claim damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Bank even if it is not covered by the AMC.
13. The Bank reserves the right to terminate the agreement of AMC at any time after one month notice, if vendor fails to carry out any of its obligations/duties in terms of the agreement.
14. The Bank shall not consider any request in change of rates of AMC due to any reason whatsoever, during the period of the contract.
15. The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
16. Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever
17. If the prices quoted are above or below the cost estimate by a percentage considered abnormal say 25%, the tender committee will give the reasons for such Variation. Cogent reasons will be given for rejecting/accepting bids as Non-responsive/responsive.
18. Final decision will be taken after analysing cost.
19. Any dispute will be under Padrauna jurisdiction.
20. The Bank reserves the right to cancel the tender at any time without assigning any reason.

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Bidding Documentation & Process

1. Bids must be submitted either through registered post or by Hand at Regional Office Padrauna.
2. The bid must contain two Envelopes as per procedure given below.

First envelope shall contain "**Technical Bid**" as per Annexure - I and II duly filled with all details.

- a. Details of infrastructure in order to provide proper services.
 - b. Attested photocopy of registration of firm along with GST No.
 - c. Photo copy of duly attested PAN.
 - d. Photo copy of duly attested GSTIN.
 - e. Income tax Return. And balance sheet for the last three years.
 - f. Certificate/document with respect to. Experience.
 - g. The entire tender document shall be duly signed by the vendor as a mark of acceptance of terms and condition of the tender document.
 - h. All the documents should be self-attested along with stamp of the Firm.
3. IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR PARTIALLY SUBMITTED, THE BID WILL BE REJECTED & FINANCIAL BID WILL NOT BE OPENED.
 4. IT MUST BE MENTIONED ON COVER OF ENVELOPE "DOCUMENT SUBMITTED FOR BID OF NON-COMPREHENSIVE AMC OF CCTV & ALERT ALARM SYSTEM".

Second envelope shall contain "**Financial Bid**" with below mentioned documents.

"The price must be submitted on the prescribed format (Annexure-III & IV) along with document. Price bid will not be accepted on any other format or document."

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED

OTHER TERMS AND CONDITIONS FOR NON-COMPREHENSIVE ANNUAL MAINTAINENCE CONTRACT AT VARIOUS BRANCHES.

- ❖ The Vendor has to provide its services to our 56 Branches and Regional Office. The AMC charges of CCTV & Alert Alarm System will be paid on Quarterly basis Subject to vendor submitting satisfactory Service Reports' from all branches to our office. Machine which is under warranty at present may be given into AMC after expiry of warranty of such machine. AMC Charge will be calculated on pro-rata basis for remaining AMC Period.
- ❖ AMC rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for Travelling, Boarding and any other expenses.
- ❖ Preventive measures should be Carried out once in a quarter. (Visit Certificate to be countersigned by Branch Heads is Compulsory).
- ❖ GST Extra as Gov. Norms.
- ❖ Warranty on spare parts is to be mentioned.

For selection of LI Combined cost of AMC & Accessories of CCTV & Alarm Systems per Year per Branch will be considered.

Regional Manager
BUPB Regional Office, Padrauna

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Annexure — I

Pre-Qualification Profile

1	Name of the Firm/Company	
2	Address (Head Office & Branch Office)	
3	Phone No.	
4	Year of Establishment	
5	Name of Proprietor/Partner/Directors/Associates	
6	Details and Value of Major AMC taken up during the last 3 years with reputed financial organizations/Banks	
7	List of other major customers (Work Order/Experience/Service certificate to the effect from the customers are to be enclosed	
8	PAN Number (for TDS)	
9	GSTIN	
10	Annual Turnover	FY 2021-22 - FY 2022-23 - FY 2023-24 -
11	Net Profit/Loss	FY 2021-22 - FY 2022-23 - FY 2023-24 -
12	Any other relevant information with documents	

ESCALATION MATRIX

Delivery/Service/Complaint related issue:

Level - 1				
S. No	Name	Designation	Mobile No.	E Mail
1				
2				
3				
Level - 2				
1				
2				
Level - 3				
1				

Signature & Seal of the Firm/Company



Annexure-II

Eligibility Profile:

Bid Support Criteria	Yes/No
Firm/Company must have its own office/branch/support set-up within Padrauna. In case the vendor does not have its own set-up, at least one dedicated staff should be resident in the region for providing support. Details of which should be mentioned clearly in a separate letter being provided in the BID.	
Strong support of technical staff to resolve call within 24 hour.	
DD/Cheque No..... of Rs..... Date Towards EMD	

Signature & Seal of the Firm/Company



Annexure-III

NON-COMPERHENSIVE AMC OF CCTV SYSTEM (Financial Bid-1)

SL No.	Description	Qty	AMC COST PER UNIT (In Rs.) Exc. GST	Total (In Rs.)
1	AMC of CCTV System	57		
2			Total (A)	

**PRICE LIST OF COMPONENTS / ACCESSORIES / SPARE PARTS NOT INCLUDED IN ANNUAL MAINTENANCE
CONTRACT AMC OF CCTV SYSTEMS**

S. No.	Items	Make/Brand	Model/ Warranty	Rate Per Unit Rs. Excl GST
1	4 Channel DVR One SATA	CP Plus		
2	8 Channel DVR One SATA 8 Channel DVR Two SATA	CP Plus		
3	16 Channel DVR Four SATA	CP Plus		
4	HD WDR IR Dome Camera	CP Plus		
6	Varifocal HD IR Bullet Camera	CP Plus		
7	21" Full HD LED Monitor Including HDMI Cable and Mounting stand & 18.5" LED Monitor	LG/Samsung LG/Samsung		
8	RG 59 Video Cable in PVC Conduit Pipe	Finolex/ISI Mark		
9	2 Core Power Cable in PVC conduit Pipe	Finolex/ISI Mark		
10	Hard Disk 3. 2TB 4. 4TB	Seagate /WD		
11	SMPS for SDVR			
12	Power Supply of Cameras 4 AMP	Branded		
14	Existing of entire system from one Branch Premises to other Branch Premises Or re-wiring charges			
15	BNC Connector			
16	Backup recording writing service charge			
17			Total (B)	

Other Terms & Conditions; -

- GST Extra as Govt. Norms.
- Warranty on Spare Parts to mentioned.

Date:

Seal & Sign of Vendor/Firm/Company



Annexure-IV

NON-COMPERHENSIVE AMC OF ALART ALARM SYSTEM (Financial Bid-2)

SL No.	Description	Qty	AMC COST PER UNIT(In Rs.) Exc. GST	Total (In Rs.)
1	AMC of Alert Alarm System	56		
2			Total (A)	

Cost of Component/Accessories/Spare Parts of Alert Alarm System not Included in AMC

SL No.	Description (Component /Accessories)	Make & Model	Per Unit Price Rs. Excl of GST
1	Control Panel 4 ZONE <ul style="list-style-type: none"> • Microprocessor based. • 4 Zone Integrated System. • 24 hour/Panic/Day/Night mode zone. • Auto dialer card supply Activation facility. • Manual Auto Day/Night Mode switch. • Built in PS and Battery. Charger 12V/7Ah. • 2 no. of Hooter with temper monitoring • MS Fabrication, Powder coated with battery space. 		
2	GSM Auto Dialer		
3	Battery 12V /7 Ah	Exide	
4	Hand/Panic Switch	Branded	
5	PIR Motion Detector with Pet Immunity up to 25kg	DSC/Securico	
6	Magnetic Sensor /Door Sensor	Branded	
7	Vibration Sensor - Adjustable Dual Sensitivity Range <ul style="list-style-type: none"> • High False Alarm Immunity • Selectable LED Indication • Surface Mount Technology 	Branded	
8	Shutter Sensor- Heavy Duty Roller Shutter Contact <ul style="list-style-type: none"> • Sturdy Polished Aluminum Die-cast Housing • Wide Operating Gap 2" min. (50mm) • 3' Long Stainless-Steel Armored Cable 	Branded	
9	Manual call point		
10	1 sq. mm single core FRLES for smoke sensor in PVC conduit with accessories	ISI	
11	1.5 sq. mm 2 core wire for Alarm System in PVC conduit with accessories	ISI	
12	Smoke Detector Flashing LED	Branded	
13	Heat Detector Flashing LED	Branded	
14	External Speaker /Hooter	Securico	
15	Transformers/SMPS		
16	Main PCB		
17	Internal Speaker		
18	Re- Installation/Re-Wiring /Shifting Charges etc.		
19	-	Total (B)	

Other Terms & Conditions; -

- GST Extra as Govt. Norms.
- Warranty on Spare Parts to mentioned.

Date:

Seal & Sign of Vendor/Firm/Company



Annexure-V

Non Comprehensive AMC for CCTV & Alert Alarm Systems

S No	Particulars	Cost of AMC Per Unit Exclusive of GST (A)	Cost of Accessories/Components Exclusive of GST (B)	Total (A+B)
1	CCTV (As per annexure-III)			
2	Alert Alarm IAs per annexure-IV)			
			Grand Total	

Other Terms & Conditions; -

- GST Extra as Govt. Norms.
- Warranty on Spare Parts to mentioned.

Date:

Seal & Sign of Vendor/Firm/Company