



TENDER FOR NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV

Sealed quotations are invited from the reputed manufactures/companies/firms for on-site maintenance of CCTV installed at various branches/offices of our Bank located in Varanasi District under control of Regional Office, Varanasi.

Last Date and time for receipt of Bid: - 28.03.2025 12.00 p.m.

AMC EFFECTIVE DATE: From 01.04.2025

Date and time of opening of Bid Address and communication address: -

Date and Time: 28.03.2025 at 4:00 PM

THE REGIONAL MANAGER,

Baroda U.P. Bank

Regional Office, Varanasi

J 12/140, D-1, Gulab Badi,

Chauka Ghat, Varanasi- 221002

E-mail Address: planning.rovara@barodauprb.co.in

Eligibility:

1. The firms/company should have minimum 3 years of experience in field of Non-comprehensive Annual Maintenance Contract of CCTV in PSBs and Financial Institutions.
1. The firms/companies should have been registered with Sales Tax Department for work contract and shall provide PAN and GSTIN No. with the bid. (without which the vendor's bid would become invalid and same shall be rejected).
2. The firms/company must have its office and service center in Varanasi.
3. The firms/company must have a minimum Turnover of 50 lakh in a year, the bidder must submit the supporting document duly stamped and signed by C.A.
4. Firm/Company must have strong support of technical staff to resolve calls within 24 hours.
5. The Firm/Company should not have been blacklisted by any public sector/Bank/PSU/Government Department in the past. A Self declaration letter by the bidder, on the company's letter head should be submitted along with bid.

Other Conditions:

2. The contract will be effective for a period up to 31.03.2026 from the date of allotment of contract. The bank shall have the right at its sole and absolute discretion to continue the assignment/contract of the selected bidder for future requirement for various items/activities as described in RPF after expiry of contract period.
3. The contract will be for Non-comprehensive on Site Maintenance.
4. Replacement of Parts will be paid by bank with original spares of the brand make model of the CCTV with the best quality spares. Non-comprehensive Annual Maintenance vendor should keep sufficient spares at the office and should provide standby CCTV if needed a reasonable period and in no case more than 24 hours.
5. The firm/company must provide at least 1 dedicated resident engineer, they should be available to branches for managing all the service requests logged by our branches on all working days of bank. If in case presence of any of the service engineer is not possible, another engineer should be provided in his/her by the firm/company.
6. The firm/company must provide at least 1 contact number and 1 email id where complain of CCTV could be registered by Branch/Office.
7. It shall be responsibility of the firm/company to make all CCTV work satisfactorily throughout the contract period and to hand over the system in working condition to the bank after expiry of the contract. In case any damage is found, the firm/company will be liable to rectify it even after expiry of Non-comprehensive Annual Maintenance contract.
8. The firm/company has to produce the OEM MAF of the items mentioned in annexure 6.
9. L-1 will be decided by the Total of the rates of all products mentioned in annexure 6 along with the AMC service cost.
10. **Availability service level & Penalty** – In case any engineer is not available the Bidder should immediately provide the Bank with an equivalent standby engineer for that period of unavailability. If bidder fails to meet the uptime guarantee in any month then the bidder will have to pay the **Compensation as penalty of Rs. 250 per day.**
11. **Bank reserves the right to: Reject any and/or all responses received in response to the RFP, Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery. and Extend the time for submission of the**

क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201001

Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201001





बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

tender. **and** Share the information/clarifications provided in response to tender by any Bidder, with any other Bidder(s)/others, in any form. **and** Withdraw, postpone or Cancel the tender at any stage, without assigning any reason whatsoever.

12. PAN number of the firm/individual allotted by the income tax authorities should be submitted Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
13. Any deviation of the conditions laid by the bank will not be accepted and the bid will be rejected without assigning any reasons.
14. The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions.

Payment Terms:

1. Non-comprehensive Annual Maintenance Charges shall be paid at the end of each quarter on pro-rata basis after submission of satisfactory service report from all the branches.
2. No advance payment shall be made in any case.
3. Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Report form all branches.

Bid Submission:

- The sealed tenders must reach the Baroda U.P. Bank Regional Office, J 12/140, D-1, Gulab Badi, Chauka Ghat, Varanasi- 221002. Complete in all respect latest by 12:00 PM on dated 28.03.2025. Bids received after that shall not be entertained.
- Bids must be submitted through hand to hand or through registered Post.
- The bid must contain two Envelopes as per procedure given below.

IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED. IT MUST BE MENTIONED ON ENVELOPE **"DOCUMENT SUBMITTED FOR ANNUAL MAINTENANCE CONTRACT FOR CCTV"**.

FIRST ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. Details of infrastructure for providing proper services.
2. 3 year experience certificate of being in business for the sale of same product which being offered to us.
3. Attested photocopy of document of registration of firm along with GSTIN No.
4. Photo copy of PAN Number duly attested.
5. The entire tender document duly signed by the vender as a mark of acceptance of terms and conditions of the tender document.
6. General Information of Bidder and Eligibility Criteria (Annexure I & II).
7. All documents should be Self-attested along with stamp of the Firm.
8. A Self declaration letter by the bidder, on the company's letter head should be submitted along with bid.

SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. The price must be submitted on the prescribed format (Annexure-VI). Price bid will not be accepted on any other format or document.

IT MUST BE CLEARLY MENTIONED **"PRICE BID ANNUAL MAINTENANCE CONTRACT OF CCTV"**

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "TENDER FOR NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV".

RIGHT TO REJECT BIDS:

क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094





बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

- Bank reserves the right to accept or reject any quotation or cancel the entire process at any stage without assigning any reason whatsoever. The bank does not bind itself to accept the lowest of any quotation and reserves to itself the right to accept or reject any or all quotations. Either in whole or part, without assigning any reason for doing so.
- Quoting incredibly low value of items with a view of subverting the tender process shall be rejected straight away.
- The selected bidder is found to be unsatisfactory response/performance.

Request For Information:

- All queries relating to the tender, technical or otherwise must be either in writing or by email only – planning.rovara@barodauprb.co.in FOR ANY CLARIFICATION CONTACT- Baroda U.P. Bank Regional Office, J 12/140, D-1, Gulab Badi, Chauka Ghat, Varanasi- 221002

Disclaimer:

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Baroda UP Bank, RO Varanasi, to select vendor through bidding open for all concerned for non-comprehensive annual maintenance contract of CCTV at its Branches.

The RFP documents is not recommendation, offer or invitation to enter into a contract, is subject to observance of selection process and appropriated documentation being agreed between the Bank and any successful bidder as identified by the Bank, after completion of the selection process as detailed in this document.

EMD:

EMD of Rs. 5000.00 has to be submitted by the way of DD/Banker's Cheque/Pay Order drawn in favor of Baroda UP Bank, payable at Varanasi. EMD will not carry any interest.

1. The EMD of unsuccessful Bidder will be refunded accordingly in due course.
2. EMD of successful bidder will be returned after successful completion of AMC Tenure.
3. The selected bidder will have to sign an agreement with the bank.

Note:-

- L-1 bid will be derived on total cost of ownership for all items together.
- Applicable taxes extra as per prevailing rates. TDS to be deducted as applicable.
- Payment will be released by the regional office on quarterly basis after submitting bill with the visit report of all branches signed and stamped by branch in a quarter.
- Hardware item which is under warranty at present may be given into non-comprehensive annual maintenance contract after expiry of warranty of such hardware. However non-comprehensive annual maintenance contract charges in such cases will be calculated on proportionate for the remaining period of non-comprehensive annual maintenance contract.
- Non-comprehensive annual maintenance contract rate includes cost of services of resident engineers.
- Non-comprehensive annual maintenance contract rate includes travelling, lodging and boarding of employees of the vender.
- Non-comprehensive annual maintenance contract rate includes travelling, lodging and boarding of service engineer.
- Quantity of hardware may differ from the quantity mentioned.
- Preventive measures to be carried out once in a quarter.

Yours Faithfully

(T. R. Ranjan)
Regional Manager



क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094



Annexure-I

Pre-Qualification Profile

	Name of the Firm/Company	
	Address (Head Office)	
	Phone No.	
	Year of Establishment	
	Name of Proprietor or Name of Partner/Director/Associates	
	Details and Value of major work taken up during the last 3 yrs. with reputed financial organization /banks	
	List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
	PAN Number (for TDS)	
	GSTIN No. (Certificate attached)	
	Any other relevant information with documents	

DETAILS OF INFRASTRUCTURE AVAILABLE

Authorized Seller Dealership (Yes/NO)	
---------------------------------------	--

Signature of Authorized Signatory



क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

Annexure II

Bid Support Criteria	Yes/No
Firm/Company is registered under Companies Act & certificate is attached. Furnish document/certificate towards GSTIN No./PAN No.	
Firm/Company must have its own office/Branch/Support setup within Varanasi district. In case the vendor does not have its own setup. At least a 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 hours.	
Firm/Vender has been in AMC business for at least 3 Years (Supporting Documents should be attached).	
Firm/Company has minimum 3 year experience in the maintenance of CCTV (Supporting Documents should be attached).	

Signature of Authorized Signatory



क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

Annexure III-A

List of Major contracts undertaken during the Last 3 Years.

S.No.	Name and Address of Client	Contact No.	Period Of AMC	District covered	Value Of AMC (in Rs.)
1.					
2.					
3.					
4.					
5.					

Notes:-

- PO/Satisfaction certificate issued by the client shall be enclosed
- The work should have been executed by the firm/company under execution.

Place-

Date-

Signature of Authorized Signatory & Seal

Annexure III-B

List of Support Engineer/Service engineer available in Region-

Sr.No.	Name	Address and Contact Person.
1.		
2.		
3.		
4.		
5.		

Place-

Date-

Signature of Authorized Signatory & Seal

क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094
Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094





बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

Annexure IV

Escalation Matrix

For Delivery/Service related issue

Sr. No.	Name	Designation	Mobile No.	Email
		First Level		
		Second Level		
		Third Level		
		Regional Level		

Any change in designation will be informed by us immediately.

Place:

Date:

(Seal & Signature of Authorized Signatory)
Name:



क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094
Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

Annexure-V

Undertaking

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

The Regional Manager
Baroda UP Bank
Regional Office
Varanasi

Dear Sir,

Re: Request for proposal for Non-comprehensive Annual Maintenance Contract of CCTV

Having examined the Proposal Document, the receipt of which is duly acknowledged the undersigned, offer to carry Non-comprehensive Annual Maintenance Contract, in conformity with the said Proposal documents.

We undertake, if our Proposal is accepted, to execute the Non-comprehensive Annual Maintenance Contract in accordance with the terms and conditions specified in the Bid Document.

We agree to abide by the proposal and the rates quoted herein.

Until a formal contract is prepared and executed, this Proposal together with your written acceptance thereof and your notification afterward shall constitute a binding contract between us.

We undertake that in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the Bank is not bound to accept the lowest or any Proposal received.

Place-

Date-

Signature of Authorized Signatory & Seal



क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094



ANNEXURE-VI

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED FOR AMC AT VARIOUS BRANCHES/OFFICE.

NON COMPREHENSIVE AMC OF CCTV SYSTEM

S NO	DESCRIPTION	AMC COST PER BRANCH (IN Rs.)
1	AMC OF 16 CH NVR	
2	AMC OF 8 CH NVR	

COST OF COMPONENTS/ ACCESSORIES/SPARE PART OF CCTV SYSTEM NOT INCLUDED IN AMC

S NO	DESCRIPTION/COMPONENT /ACCESSORIES	MAKE & BRAND	WARRANTY /MODEL	PER UNIT PRICE Rs. (EXLU GST)
1	16 CH NVR 2SATA	CP PLUS/DAHUA/ HONEYWELL		
2	8 CH NVR 2 SATA	CP PLUS/DAHUA/ HONEYWELL		
3	2 MP IPDOME CAMERA	CP PLUS/DAHUA/ HONEYWELL		
4	2MP IP BULLET CAMERA	CP PLUS/DAHUA/ HONEYWELL		
5	6 TB SURVILLANCE HARD DISK	SEAGATE/WD		
6	8 TB SURVILLANCEC HARD DISK	SEAGATE/WD		
7	8 PORT POE 10/100/1000 MBPS	CP PLUS/DAHUA/ HONEYWELL		
8	12 V 5 AMP ADAPTER	ERD/CP PLUS		
9	12V 2AMP ADAPTR	ERD/CP PLUS		
10	RJ 45	DLINK		
11	CAT 6 CABLE	DLINK/CP PLUS		
12	BACKUP RECORDING WRITING SERVICE CHARGE	NA		
13	SHIFTING OF ENTIRE CCTV SYSTEM FROM ONE BRANCH PREMISE TO ANOTHER BRANCH PREMISES(EXCLUDING WIRING)	NA		
14	18.5" LED MONITOR	LG/CP PLUS/DAHUA		

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Work Order. The AMC charges will be paid on pro-rata basis.
- Quoted Rate must Include AMC services for period of 01 year.
- The quantity is estimated and may vary.
- The lowest vender will be awarded as per total cost of AMC and of all items together.
- Work 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 will be paid as per GOI Norms.



Signature of Authorized Signatory

क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094