

# उत्तर प्रदेश ग्रामीण बैंक

## Uttar Pradesh Gramin Bank

भारत सरकार, उत्तर प्रदेश सरकार एवं बैंक ऑफ बड़ौदा का संयुक्त उपक्रम

पूर्ववर्ती आर्यावर्त बैंक, बड़ौदा यू.पी. ग्रामीण बैंक एवं प्रथम यू.पी. ग्रामीण बैंक का सम्मिलित बैंक

क्षेत्रीय कार्यालय-उरई  
4828/5713, भूतल एवं प्रथम तल, तुलसी धाम के सामने, पटेल नगर उरई, जिला:-  
जालौन (उ.प्र.)  
दूरभाष:- +91-8188089562

Regional Office-Orai  
4828/5713, Ground & 1<sup>st</sup> Floor, In-front of Tulsi dham, Patel Nagar Orai,  
Distt:-Jalaun (U.P)  
Telephone:- +91-8188089562

संदर्भ सं० : क्ष०का०उरई/एसआरद्वि/P&E/67

दिनांक : 21.06.2025

सेवा में,

महाप्रबन्धक  
(आईटी विभाग)  
प्रधान कार्यालय,  
लखनऊ।

महोदय,

विषय:- सी०सी०टी०वी० एवं अलार्म सिस्टम के वार्षिक रखरखाव अनुबंध हेतु टेण्डर को बैंक की वेबसाइट पर प्रकाशित करने के सम्बन्ध में।

अवगत होने का कष्ट करें कि क्षेत्रीय कार्यालय उरई के परिक्षेत्र की 52 शाखाओं एवं क्षेत्रीय कार्यालय सहित शाखाओं में लगे सी०सी०टी०वी० एवं अलार्म सिस्टम के वार्षिक रखरखाव अनुबंध हेतु प्रक्रिया प्रारम्भ की जा रही है अतः आपसे निवेदन है कि संलग्न टेण्डर को बैंक की वेबसाइट पर प्रकाशित करवाने का कष्ट करें एवं इस टेण्डर को जमा करने की अंतिम तिथि दिनांक 15.07.2025 के पश्चात हटा दिया जाये।

भवदीय,

(एस०आर०द्विवेदी)  
क्षेत्रीय प्रबन्धक

प्रतिलिपि:-महाप्रबन्धक (भवन एवं उपकरण विभाग), प्रधान कार्यालय लखनऊ।

भवदीय,

(एस०आर०द्विवेदी)  
क्षेत्रीय प्रबन्धक

TENDER NO.:UPGB/ROORAI/P&E/CCTV&ALARM/2025-26/01

DATE :21 -06-2025

**TENDER DOCUMENT**

**Notice Inviting Tender for Non-Comprehensive Annual Maintenance Contract For CCTV & ALARM SYSTEMS Branches/Office Under ORAI Region for**

**Request for Proposal : NON-COMPREHENSIVE AMC Contract for Maintenance and Service of CCTV & ALARM SYSTEM**

Sealed quotations are invited from the reputed manufactures/Companies/Firms for On-Site Maintenance of **CCTV & ALARM SYSTEMS** installed at various branches/Offices of Our Bank located in ORAI (Jalaun) District under control of Regional Office, ORAI

Tender Issuing Date :	21-06-2025
Last Date for submission of Tender :	15-07-2025 till 5:00 PM
Date of Opening of Tender :	16-07-2025 at 4:00 PM
Earnest Money Deposit :	₹1,000/-*(Refundable)in the form of Demand Draft Payable to IN FAVOUR OF UTTAR PRADESH GRAMIN BANK REGIONAL MANAGER ORAI
Address for Communication :	UTTAR PRADESH GRAMIN BANK, Regional Office Orai. 4828/5713 Ground & 1 <sup>st</sup> Floor, In front of Tulsi Dham, Patel Nagar ORAI, Jalaun (285001)
Place of Opening of Tender :	As above
E-mail Address :	<a href="mailto:ans.roorai@aryavartbank-rrb.com">ans.roorai@aryavartbank-rrb.com</a>
Contact :	7388899699, 8630262277
Website :	<a href="http://www.upgbank.com">www.upgbank.com</a>

Applications received after the last date and time of submission are liable for rejection.





**Eligibility Criteria :**

1. The Bidder should have adequate turnover/facilities for services maintenance of CCTV & Alarm System,
2. The Firms/Companies should have minimum 3 years of experience in field of Annual Maintenance Contract in PSBs and Financial Institutions.
3. The Firm Should have been registered with Government Department and shall provide PAN/GSTIN No. with the bid.
4. The Firm Should have its support Office at ORAI (Jalaun).
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 to be deducted as applicable.

**Other Terms and Conditions :**

1. The Rate contract with the selected vendor will be valid upto 2 Year from the date of Acceptance of the rates.
2. The Contract will be effective for **1 Year** and may be renewed on expiry 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 & govt. levies 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 CCTV & ALARM System. Preventive maintenance should carried out on quarterly basis. Preventive maintenance include cleaning of internal circuit board and all other measures necessary for proper functioning of the machine. Corrective maintenance includes repairing/replacement of the machine spare 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 request for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00 AM to 05:30 PM.
7. All the calls lodged should be attended within 48 hours. Failing to attend the lodged calls shall levy penalty as decided by the bank.
8. The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on this 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 as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omission of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Bank even if is not covered by the AMC.
13. The Bank reserves the right to terminate the agreement of AMC, if the vendor fails to carry out any of its Obligations/duties in terms of 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 the 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. Banks is not bound to accept lowest or any proposal received.
18. Final Decision will be taken after analyzing cost.
19. Any dispute will be under ORAI jurisdiction.
20. The Bank reserves the right to terminated the agreement of AMC at any time after one month, if vendor fails to carry out any of its obligations/duties in terms of the agreement.
21. Ensure the settings of all cameras and DVR are in such a way without compromising the quality and required standards so as to achieve recording of 90 days minimum (180 days minimum for Locker Branch) which in future may be increased to more number of days as and when directed by the competent authority of the bank.
22. Ensure that the CCTV system is connected to branch UPS.
23. Carry out any other checkup/inspection as and when directed by the bank or which the service provider feels necessary to maintain the CCTV systems healthy and trouble-free.

**>> Bids must be submitted either through registered post or by hand at Regional Office Orai.**

**>> The Bid Must contain Two Envelopes as per procedure given below :-**

**FIRST ENVELOPE SHALL CONTAIN THE DOCUMENTS GIVEN BELOW :**

Annexure - A(1), A(2), A(3), A(4) duly filled with all details

1. Details of infrastructure in order to provide proper services.
2. Attested photocopy of document w.r.t. registration of firm along with GST No.
3. Photocopy of duly attested PAN.
4. Photocopy of duly attested GSTIN.
5. Income Tax Return and Balance sheet for the last three years.
6. Certificate/Document w.r.t. Experience.
7. The entire tender document shall be duly signed by the vendor as as mark of acceptance of terms and condition of the tender document.
8. All the document should be self-attested along with stamp of the Firm.
9. EMD through Demand Draft IN FAVOUR OF UTTAR PRADESH GRAMIN BANK REGIONAL MANAGER ORAI.

**>> IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR SUBMITTED BUT NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED.**

**>> IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF NON-Comprehensive AMC CCTV & ALARM SYSTEM"**

**>> SECOND ENVELOPE MUST CONTAIN ONLY BID WITH BELOW MENTIONED DOCUMENTS :-**

1. The Price must be submitted on the prescribed format (Annexure- B & C) along with document.
2. Price bid will not be accepted on any other format or document.

**>> IT MUST BE MENTIONED ON SECOND ENVELOPE "PRICE BID OF Non-Comprehensive AMC CCTV & ALARM SYSTEM"**

**BOTH THE ENVELOPES MUST CE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED AS "For Non Comprehensive AMC of CCTV & ALARM SYSTEM."**

(S.R. Dwivedi)  
Regional Manager





**ANNEXURE - A(1)**

**Pre-Qualification Profile :**

1.	Name of the Firm/Company	
2.	Address (Head Office)	
3.	Phone No.	
4.	Year of Establishment	
5.	Name of Proprietor or Name of Partner/Director/Associates	1. 2. 3. 4.
6.	Details and Value of major AMC taken up during the last 3 yrs with reputed financial organization/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 No.(Certificate attached)	
10.	Annual Turnover/Net Profit/Loss per year	
11.	Any other relevant Information with documents	

**ESCALATION MATRIX :**

Delivery/Service related Issue :

**First Level**

S.No.	Name	Designation	Mobile	Email Address
1.				
2.				

**Second Level**

S.No.	Name	Designation	Mobile	Email Address
1.				

**Third Level**

S.No.	Name	Designation	Mobile	Email Address
1.				

Any change in designation will be informed by us immediately.



प्रधान कार्यालय : द्वितीय एवं तृतीय तल, एनबीसीसी कमर्शियल कॉम्प्लेक्स, वरदान खंड, गोमती नगर एक्सटेंशन, लखनऊ-226010  
Head Office: 2<sup>nd</sup> and 3<sup>rd</sup> floor, NBCC Commercial Complex, VardanKhand, Gomti Nagar Extension, Lucknow - 226010  
email- ho@barodauprrb.co.in



**TERMS AND CONDITION FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES :-**

1. Quantity mentioned are indicative in Annexure - B & C and the exact quantity (branch/office wise) will be given in Work Order as per requirement time to time. The AMC charges of CCTV & ALARM SYSTEM will be paid on pro-rata basis as and when the System will be included in the AMC. The quantity is estimated and may vary.
2. 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
3. Preventive measures should be carried out once in a quarter. (visit Certificate to be countersigned by Branch Heads is compulsory).
4. GST Extra as per Govt. Norms.
5. Warranty on spare parts to be mentioned.

Signature of Authorised Signatory

**ANNEXURE - A(2)**

**Eligibility Profile :**

Bid Support Criteria	Yes/No
Firm/Company must have its own office/banch/support set-up within ORAI region. In cased the vendor does not have its own set-up, at least two 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 of Rs 1000.00 date..... towards EMD.	

Signature of Authorised Signatory



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**Annexure- A(3)**

**COVERING LETTER(To be given on letter head of the firm)**

To,  
REGIONAL MANAGER,  
Uttar Pradesh Gramin Bank,  
Regional Office,  
Orai Jalaun

**Sub: Request for Proposal : NON-COMPREHENSIVE AMC Contract for Maintenance and Service of CCTV & ALARM SYSTEM**

**Tender No.:UPGB/ROORAI/P&E/CCTV&ALARM/2025-26/01 DATE : 21-06-2025**

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In response to the above Notice, I/We hereby submit my/our application in the required format along with annexures and declaration.

I/We have adhered to the requirements prescribed by the Bank.I/We have carefully gone through the guidelines/terms and conditions and prescribed format carefully and I/We accept the same without any alterations/modifications.

I/We am/are also aware that the Bank reserves the right to accept or reject any or all applications without assigning any reason/s thereof and decision taken by the Bank in this regard will be binding on me/us.

Yours faithfully,

**Signature & Seal of the Firm with Date:**



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**Annexure- A(4)**

(On company's Letter Head only)

**CERTIFICATE OF ACCEPTANCE**

"Certified that we have read and understood all the terms and conditions in the Tender Document and that our company/firm, namely.....do hereby unconditionally accept all the Term and Conditions set out in the Tender Document and annexures including the penalty clauses therein."

Date:

Place:

Signature of Authorized Signatory

(Name of company/firm)

Seal of Company/firm





**FINANCIAL BID - ANNEXURE 'B'**  
**AMC Charges of CCTV.**

**(All the rates must be quoted in Indian Rupee only and exclusive of GST)**

Sl	Description of item	Make	Unit	Offered Item Make	Unit Price (Rs.)
1	<b>Bullet IR HD</b> Fixed lens 3.6 mm or above Camera 2 MP or above, compactible with third party DVR	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1		
2	<b>Dome IR HD</b> Fixed lens 3.6 mm or above Camera 2 MP or above, compactible with third party DVR	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1		
3	<b>Bullet IR HD varifocal</b> Camera 2 MP or above -lens 1.3 to 6.0 mm or above, compactible with third party DVR	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1		
4	<b>Dome IR HD varifocal</b> Camera 2 MP or above -lens 1.3 to 6.0 mm or above, compactible with third party DVR	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1		
5	<b>Digital Video Recorder (8 channel)</b> with 1 Sata.DVR should support upto 8 TB Hard Disk	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1		
6	<b>Digital Video Recorder (8 channel)</b> with 2 Sata . DVR should support upto 16 TB Hard Disk (each Sata - TB).	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1		
7	<b>Digital Video Recorder (16 channel)</b> with 2 Sata . DVR should support upto 16 TB Hard Disk (each Sata - TB).	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1		
8	19" or above HD Monitor 1920*1080 Pixels	LG/ Samsung	1		
9	Power Supply 10 AMP (8 Ch) for cameras	Branded	1		
10	Power Supply 10 AMP (16 Ch) for cameras	Branded	1		
11	Power Supply 5 AMP (4 Ch) for cameras	Branded	1		
12	Power Supply 1 AMP (1 Ch) for cameras	Branded	1		
13	Mouse wireless	Branded	1		
14	Hard Disk for DVR (6TB) Surveillance	Seagate / WD/Toshiba	1		
15	Hard Disk for DVR (8TB) Surveillance	Seagate / WD/Toshiba	1		
16	Cable for CCTV	ISI Mark	Per Mtr		
17	Wiring	ISI Mark	Per Mtr		
18	PVC conduit with 20mm dia	ISI Mark	Per Mtr		
19	Wallrack - 4U and above	Branded	1		

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20	Installation Charges (If Entire System or DVR is shifted involving re-wiring etc.)		1		
<b>A</b>	<b>Sub Total of new products</b>				
1	Buy Back rate of old 4 channel DVR any make		1		
2	Buy Back rate of old camera any make/ model (-)		1		
3	Buy Back rate of old 2 TB Hard Disk (-)		1		
<b>B</b>	<b>Sub Total of Buy Back</b>				
<b>C</b>	<b>Total of CCTV System (Sub Total of new products 'A' - Sub Total of Buy Back 'B')</b>				
<b>D</b>	<b>Non Comprehensive AMC per Branch for one year including Minor repair &amp; Replacement (Including 04 mandatory Quarterly visit). In case of new installation, AMC will be paid after one warranty Period.</b>		Per Year		
<b>E</b>	<b>Grand Total (Total of CCTV System 'C' + Total of AMC 'D')</b>				

**Name, Designation & Signature of  
Authorized Representative of firm**

**Date:**

**with Seal of the Firm**



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**FINANCIAL BID ANNEXURE - C**

**AMC Charges of ALARM SYSTEM**

**(All the rates must be quoted in Indian Rupee only and exclusive of GST)**

Sr. No	Items	Rate per unit
1.	Control Panel Alarm System Automatic	
2.	Control Panel Alarm System Manual Day/Night	
3.	Chargeable Battery 12V/7Ah	
4.	12V fast charges	
5.	Main Switch	
6.	External Speaker/Hooter	
7.	Wiring charges 2 core with PVC pipe	
8.	Wiring for Smoke Sensor in PVC pipe	
9.	Hand Panic Switch with Box	
10.	Magnetic Sensor	
11.	PIR Sensor	
12.	Smoke Detector with flashing LED	
13.	Relay 12 volt	
14.	Internal Speaker	
15.	Re-installation/re-wiring/shifting charges	
16.	Main PCB	
17.	<b>Non Comprehensive AMC</b> per Branch for one year including Minor repair & Replacement (Including 04 mandatory Quarterly visit). In case of new installation, AMC will be paid after one warranty Period.	

**Name, Designation & Signature of  
Authorized Representative of firm  
with Seal of the Firm**

**Date:**



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